

1. General provisions

This Instruction lays down the requirements of the Certification Body for Management Systems within "Alpha Quality Certification" Ltd. to the use of the Body's certification symbol, the accreditation symbol of Executive Agency "Bulgarian Accreditation Service" (EA "BAS") and the use of the certificate issued to the certified organization. The requirements of the Body arise directly from the requirements of standard EN ISO/IEC 17021-1:2015 and document BAS QR 5 on the correct and not misleading use of a certificate of conformity for a management system by a certified organization, as well as on correct and not misleading use of the Body's certification symbol and the accreditation symbol of EA "BAS".

This Instruction is provided together with the certificate for information and for compliance by the certified organization which had its management system certified.

The certified organization (the Customer) is obliged to comply with these rules by signing the certification contract.

In case of suspension or withdrawal of certification, the Customer shall be obliged to return the original copies of the certificate and it shall not be entitled to refer to certification, as well as to use the Body's certification symbol and the accreditation symbol of EA "BAS". Furthermore it shall be obliged to change all advertising materials and other documents for the purpose of meeting that requirement.

2. Description of the logo of Certification Body for Management Systems (CBMS) within "Alpha Quality Certification " and the certification symbol

When the certification symbol of CBMS is graphically represented, the file initially provided by the Body should always be used, respectively for electronic representation in JPG format and in EPS format for printed works. The values of green are: R:86, G:101, B:94. Orange - R:239, G:126, B:45. Where A4 sheet is used, the dimensions are: Height: 3,3 cm, Width: 2,85 cm Regardless of any increase or reduction in dimensions, the proportion between the width and height must be kept the same. The background is white, shape is rectangular or it follows the outer contour of green framework, leaving a white border equal in width or wider than the green framework.



Separate original representations of certification symbol are provided in JPG and EPS format for each certified system. Where there is more than one certified system, they should be represented in a row, as follows:



Certification symbols for each of the systems include the abbreviation of system in Latin and the name of the standard used as a basis for certification.

3. Use of the certification symbol of Certification Body for Management Systems within "Alpha Quality Certification" and accreditation symbol of EA "BAS"

The Body's certification symbol is electronically provided to the Customer. It is owned by the Body and the certified organization cannot claim any rights in respect of it.

The certified organization **shall not be** entitled to assign its rights of use in respect of certification symbol to other organizations, unless it is explicitly authorized therefor by the Body.

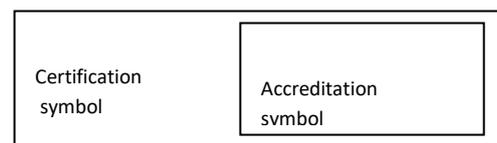
Where a certified organization uses the Body's certification symbol together with its own logo, then the Body's certification symbol should be smaller in size than the organization's logo.

The Body's certification symbol can not be used independently, without the customer's logo and the accreditation symbol of EA "BAS" cannot be used without the Body's certification symbol and the customer's logo.

The accreditation symbol of EA "BAS" cannot be larger than the certification symbol or customer's logo.

The accreditation symbol or reference to the accreditation granted by EA "BAS" or to the Statute of EA "BAS" as a party to a multilateral agreement must not be used by the certified organizations in/on their letter forms and other office/advertising materials.

The accreditation and certification can be represented together in the following way:



The Body's certification symbol can be used only in the area of application of the system and only in the scope of its certification.

The certified organization **shall not be** entitled to place the Body's certification symbol and the accreditation symbol of EA "BAS" on protocols of testing, calibration or control laboratories, where such protocols are considered in this context as products.

The certified organization **shall not be** entitled to place the certification symbol on its own product or product package, which is visible for the consumer, or in any other way that can be understood as stating conformity of product.

The certified organization is not allowed to place the certification or accreditation symbol on certificates issued by it, such as certificates for participation in trainings.

The accreditation symbol of EA "BAS" can be placed neither on products nor on business cards and advertising materials of the customer for whatever reason, regardless of whether it is connected with the certified management system or not.

The certified organization shall be entitled to use the certification symbol by:

- placing it together or with regard to its own name on its representative and commercial documents, (incl. for advertising purposes):
 - ✓ company website
 - ✓ advertising forms
 - ✓ letters, envelopes
 - ✓ business cards
 - ✓ blinds
 - ✓ leaflets, catalogues, etc.

- placing the Body's certification symbol on company documents or on other company attributes in a way, showing that they are related to its system and certification rather than stating the conformity of a certain company's product (service).

4. Certificate and reference to certification

The certificate includes the name of Organization and its address, the reference standard for the management system, the scope of certification and area of application of the system, the date of issue, period of validity and signature of Body's Managing Director.

The certified organization shall be entitled to maintain controlled copies of the original certificate and to place and display them in appropriate places within the organization and in other appropriate places during its public appearances.

The certified organization can publish in media releases concerning the management system certification, as well as to allow them to take pictures of the original certificate.

Reference of certification on packaging and product documentation.

The reference of certification must be addressed to the management system of the company and not to the product itself. The reference does not mean use of certification symbol. Example of such reference is:

The quality management system of XXXX Ltd is certified according to ISO 9001:2015 form AQ Cert/ Alpha Quality Certification

OR

XXXX Ltd is certified against ISO 9001: 2015 by AQ Cert/Alpha Quality Certification

OR

XXXX Ltd is certified by AQ Cert/Alpha Quality Certification for conformity with the requirements of ISO 9001: 2015

Such use is allowed on:

1. packaging that could be removed without breach of products integrity. i.e. Transport packaging.
2. product accompanying documentation, such as user manual

In any case such reference cannot be on labels or identification plates.

The reference must include:

-Client

-Standard and system

-Certification body

The certified organization **shall not be entitled:**

- to refer to the certification before it is officially notified of its existence;
- to refer to the certificate (or the certification symbol of CBMS) outside of the scope of certification stated therein;
- to make or allow the making of misleading declarations related to its certification;
- to use or allow the use of the certificate or parts thereof in a misleading way;
- to use or allow the use of its certification in a way which may lead to the damaging of the Certification Body for Management Systems' reputation and the undermining of public trust in that Body.
- to use or refer to the certificate outside of the scope of the standard stated therein;
- to use in a misleading way the certification symbol or parts thereof,
- the certificate and any other documents, related to certification.