

1. General provisions

This Instruction lays down the requirements of the Management Systems Certification Body at Alpha Quality Certification Ltd. on the use of the Body's certification symbol, the accreditation symbol of the 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 BDS EN ISO/IEC 17021-1:2015 and document BAS QR 5 on the correct and non-misleading use of a certificate of conformity for a management system by a certified organization, as well as on the correct and non-misleading use of the Body's certification symbol and the accreditation symbol of EA "BAS". By signing the certification contract, the certified organization (customer) is required to comply with to these rules.

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 the certification, nor 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 to meet that requirement.

2. What does the certification symbol represent

The certification symbol is a visual element that demonstrates certification to a certain standard. It consists of the logo of AQ Cert, a letter identification of the type of system and standard to which the certificate is issued. It is the exclusive property of the Certification Body.

The values of green are: R:86, G:101, B:94. Orange: R:239, G:126, B:45. The background is white with rectangular shape or shaped to the outer contour of the green framework, leaving a white border equal in width or wider than the green framework. The aspect ratio must be kept the same.



Separate original representations of the 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:



3. Where to use the certification symbol

Electronically:

- ✓ on the company's website
- ✓ in the employee's email signatures
- ✓ in offers, company and product catalogues, contracts and invoices

Offline:

- ✓ on business cards

- ✓ on advertising forms, leaflets, catalogues, letters and envelopes
- ✓ on billboards and banners
- ✓ on company vehicles.

3. How to use the certification symbol

The certified organization has the right to use the certification symbol together with or with reference to its own name on its official or business documents, including for advertising purposes.

When used electronically, it's advisable to attach a link to the website of the Certification Body to the certification symbol, as follows:

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<a href="https://www.aqcert.org">  
  
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The Body's certification symbol can be used only within the scope of application of the system and only within the scope of its certification. When the Certification Body's certification symbol is indicated on any company documents or any other company attributes, this should be done in such a way as to indicate that the symbol only refers to the system and its certification and it should not be understood as suggesting conformity of a certain company product (or service).

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

THE CERTIFICATION SYMBOL CANNOT BE USED:

- without the customer's name or logo and it cannot be larger than the customer's logo.
- with impaired proportions, colour changes or poor quality.
- on documents declaring conformity, including test, calibration or control laboratory protocols.
- on a product, its label or package, which is visible to the consumer, or in any other way that can be understood as suggesting conformity of the product.
- on certificates issued by the certified organization, such as certificates for participation in trainings.

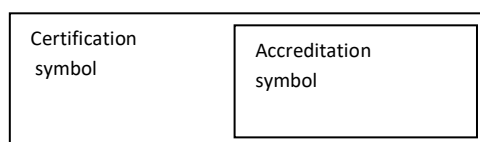
5. How to use the certification symbol with the accreditation symbol of EA "BAS" (optional)

The Body's certification symbol cannot 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" and/or to the status 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 symbol
can be represented together in the following way:



The accreditation symbol of EA "BAS" **cannot** be placed on products, on any business cards and advertising materials of the customer for whatever reason, regardless of whether it is connected with the certified management system or not.

6. How to use the certificate

The certificate includes the name of the 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, the period of validity and the signature of the Body's Managing Director.

The certified organization shall be entitled to keep controlled copies of the original certificate and to place and display them in appropriate places within the organization (in lobbies, behind the reception desk) and in other appropriate places during its public appearances (trade fair stands).

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

Use of invalid certificates is not allowed.

7. Reference to certification

All reference to certification must always be addressed to the certified company and not to the product itself. **Reference does not mean use of the certification symbol.** Example of reference:

The quality management system of XXXX Ltd is certified according to ISO 9001:2015 by 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

Reference to certification must include all of the following:

- customer's details
- standard and system
- certification body

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

- to refer to the certification before AQ Cert officially announces it;
- to refer to the certificate (or the certification symbol of MSCB) 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 certificate or parts thereof to be used in a misleading way;
- to use or allow its certification to be used in a way which might be detrimental to the reputation of the Management Systems Certification Body and compromise public confidence.
- 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 the certification.
- For FSMS – to refer to the certification on the product, on primary or secondary packaging.