

**| Contents**

- 1 Introduction ..... 4**
- 1.1 Scope ..... 4
- 1.2 Purpose of these Certification Regulations ..... 4
  
- 2 Certification process ..... 4**
- 2.1 Interim takeover ..... 5
- 2.2 Application for certification ..... 5
- 2.3 Certification agreement ..... 6
- 2.4 Scheduling ..... 6
- 2.5 Preparation ..... 6
  - 2.5.1 Preparation by Brand Compliance ..... 6
  - 2.5.2 Preparation by the Client ..... 6
- 2.6 Initial audit ..... 7
  - 2.6.1 Co-operation by the Client ..... 7
  - 2.6.2 Initial audit – Stage 1 ..... 7
    - 2.6.2.1 Opening meeting ..... 7
    - 2.6.2.2 Audit – Stage 1 ..... 7
  - 2.6.3 Initial audit – Stage 2 ..... 8
    - 2.6.3.1 Audit – Stage 2 ..... 8
    - 2.6.3.2 Specific ISMS parts ..... 8
    - 2.6.3.3 Closing meeting ..... 9
- 2.7 Reporting ..... 9
- 2.8 Certification decision ..... 9
- 2.9 Interim audits ..... 9
- 2.10 Reporting ..... 10
- 2.11 Nonconformities ..... 10
  - 2.11.1 Term to resolve nonconformities and observations ..... 10
  - 2.11.2 Corrective actions ..... 11
  - 2.11.3 Settlement ..... 11
  
- 3 Use of certificates and logos ..... 12**
- 3.1 Certificate ..... 12
  - 3.1.1 Visibility of the certificate ..... 12
  - 3.1.2 Return of the certificate ..... 12
- 3.2 Certified logos ..... 13
  - 3.2.1 Use of certified logos ..... 13
  - 3.2.2 Certifications under accreditation ..... 14
- 3.3 Use of the name Brand Compliance ..... 14
- 3.4 Unauthorised use ..... 14

<b>4</b>	<b>Maintaining the certificate</b>	<b>14</b>
4.1	Interim changes	15
4.1.1	Statutory certification activities	15
4.2	Changes of certification requirements	15
<b>5</b>	<b>Suspension, limitation and withdrawal of the certificate</b>	<b>16</b>
5.1	Limitation of scope	16
5.2	Maintaining the certificate	16
5.3	Disclosure	17
5.4	Complaints, objections and appeal against withdrawal of the certificate/limitation of scope	17
<b>6</b>	<b>Complaints, objections and appeal</b>	<b>17</b>
6.1	Complaints	17
6.2	Procedure	17
6.3	Objections and appeal	17
<b>Annex 1</b>		
	Guidelines NEN 7510/HKZ logo	18

## 1 Introduction

As a Certification Body (CB), Brand Compliance provides services relating to assessment and certification of organisations' management systems and processes, based on the applicable standards. Brand Compliance carries out certification under accreditation in accordance with the rules of the national accrediting organisation. Accreditation bodies regulate the CBs for example by being present at audits. For more information about Brand Compliance's current accreditations, see the [website of the Dutch Accreditation Council](#).

In the following text the customer is referred to as "the Client" and Brand Compliance B.V. as "Brand Compliance".

### 1.1 Scope

These Certification Regulations apply to the following standards:

- ✓ Quality management systems (QMS): ISO 9001:2015 and HKZ 165:2018 (Care and Welfare) and HKZ 143:2021 (Small Organizations)
- ✓ Information security management systems (ISMS): ISO 27001:2013 and NEN 7510:2017
- ✓ Privacy information management system (PIMS): ISO 27701

### 1.2 Purpose of these Certification Regulations

These Certification Regulations are intended to provide insight in the working methods, procedures and the mutually applicable agreements for organisations wishing to be certified or are already certified by Brand Compliance.

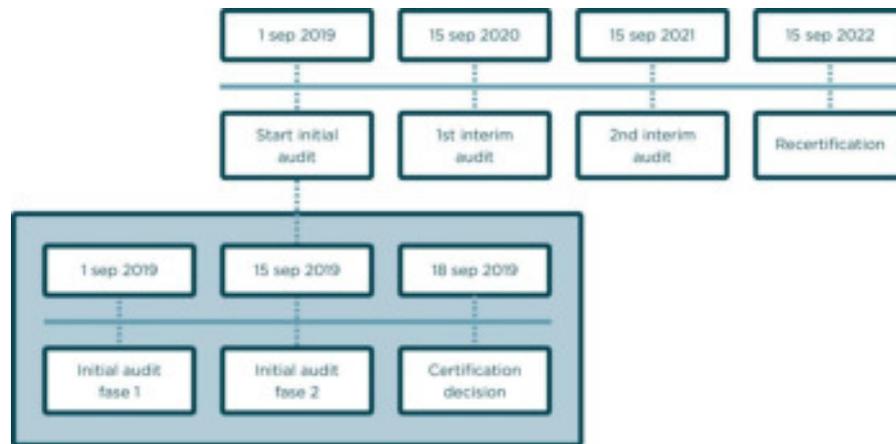
## 2 Certification process

In this chapter we will describe the entire certification process.

The certification process starts with an application for certification by the client. This application is used to draft an agreement. Upon receiving the confirmation of the agreement, Brand Compliance will schedule the audit days in consultation with the client. After that, both parties start their preparations and the initial audit is held on the scheduled dates. The audit is divided in a stage one and stage two audit. A report is drafted after the initial audit, which is then reviewed by an independent certification committee. The committee decides whether or not to issue the relevant certificate to the client.

In each stage the auditor may identify nonconformities (deviations). Nonconformities must be addressed before certification is possible. See paragraph 2.11.

The certification cycle will start at that moment. This cycle is reflected in the image on the next page.



To retain the certificate, each certified organisation must have the subsequent audit in the cycle conducted annually (within 12 months after the closing meeting of the previous audit)\*. The cycle consists of two interim audits, after which a recertification audit will be conducted at the end of the three-year period. After the new certification decision following this, a new cycle will start.

\*In specific situations, as stated in NCS 8225, the annual cycle may be deviated from regarding the Harmonisation Quality Assessment in the Care & Welfare Sector (HKZ).

Brand Compliance will inform the Client about the upcoming audits in the course of the process. The Client has the option to make an appointment for the next audit in an earlier stage.

### 2.1 Interim takeover

If an existing certification is taken over from another CB and if no special circumstances were identified, as described in IAF MD2, the certification cycle may be taken over. In all other situations an initial audit must be conducted. This will always be communicated to the Client.

### 2.2 Application for certification

The certification process starts with an application for certification. The application is recorded on the application form. The recorded information is based on the data provided by the Client. This information allows us to estimate the required time for the audits and certification.

For each Client, Brand Compliance will determine how much time is needed to conduct a full and effective audit in accordance with the requested standard. The calculation of the time to be allocated is based on the person-day table linked to the relevant standard, and factors that may affect the time required for certification. Planning, preparation and reporting are also part of the total time allocated. Based on this, Brand Compliance will make an offer to the Client concerning the certification assessment and the subsequent interim audits.

### 2.3 Certification Agreement

We will send the Client an offer including an agreement. The Client may accept the offer by returning it signed or by sending Brand Compliance an email with their confirmation.

### 2.4 Scheduling

Upon receiving the acceptance of the agreement, Brand Compliance will plan an appropriate date for the execution of the audit in consultation with the Client. In consultation with you, either the first and second audit will be planned immediately or the second stage will be planned after successful completion of the first stage\*.

Brand Compliance's policy is to perform their services using their own staff. Outsourcing of audit activities does not occur. However, we do occasionally hire extra capacity by using external staff. Brand Compliance regards their hired staff as their own staff and such staff also signs a confidentiality statement and a statement of independence.

The contract Brand Compliance enters into with hired staff, includes the same obligation of secrecy and rules of conduct with regard to confidential business data of the Client as those applicable to their own staff.

Hired staff will present themselves as Brand Compliance staff, but do not play a role in executive services. They will not take the final certification decision. The statement of independence includes the obligation for hired staff to report if their independence may be affected in their assignments for us.

### 2.5 Preparation

In order for the audits to proceed smoothly, preparation by both Brand Compliance and the Client is required.

#### 2.5.1 Preparation by Brand Compliance

In order to carry out the audit correctly, the auditor will have to gain in-depth knowledge of the organisation. To this end, the auditor may request specific documents from the Client. The Client will be informed of this in a timely manner by the auditor. Additionally, the auditor will draw up a full audit programme. Based on this, an audit plan is drawn up which is shared with the Client prior to the audit. It specifies which employees will be interviewed and when, and which parts of the organisation will be audited.

An audit plan will be provided approximately two weeks prior to the established audit date.

#### 2.5.2 Preparation by the Client

The Client must have carried out at least one management review of the entire system to be certified and at least one internal audit covering the scope of the certification prior to the audit.

## 2.6 Initial audit

Certification starts with an initial audit. This audit consists of two parts: a document examination (stage 1) and an audit of the management system implementation (stage 2).

The starting point for the audits is to gather evidence that the management system has been implemented and is compliant with the relevant standard for which certification is required.

### 2.6.1 Co-operation by the Client

Requirements for a successful audit are: sufficient information is provided to establish that the management system or process has been fully described and implemented in accordance with the requirements of the standard, and that testing of product-specific requirements is possible. This may include on-site inspection of projects in order to verify the control of the processes.

The Accreditation Council will assess from time to time whether Brand Compliance continues to meet the set standards. Part of this assessment may include attending activities on site. The Client will be informed of this in a timely manner.

### 2.6.2 Initial audit – Stage 1

During stage 1, the Auditor assesses the extent to which the structure of the described management system or process meets the requirements of the relevant standard. During the stage 1 audit, the Client must provide the audit team with all general information about the management system or process and the activities to which the system or process relates, and a copy of all mandatory documentation as specified in the applicable standard and, where necessary, additional information.

#### 2.6.2.1 Opening meeting

During the opening meeting, the Client's management will receive information about the assessment process, including the audit planning, certification criteria and the management system or process assessment method. During this opening meeting, we will also discuss how to act when changes in, for example, the scope or the audit period are necessary. Brand Compliance has drawn up guidelines for this and will also determine the actions in consultation with the Client.

#### 2.6.2.2 Audit – Stage 1

A stage 1 audit will include at least the following:

- ✓ assess the Client's documented information for the management system or process;
- ✓ assess the specific conditions of the Client's business location and conducting meetings with the Client's staff to determine whether the organisation is ready for stage 2;
- ✓ assess the status of the Client and their understanding of the requirements of the standard, in particular with regard to identifying the main performance of the management system, process or of their significant aspects, processes, objectives and execution;
- ✓ obtain the necessary information regarding the scope of the management system or process, including:
  - the business location(s) of the Client;
  - processes and equipment used;

- levels of implemented control measures (in the case of Clients with several business locations);
- requirements from applicable laws and regulations;
- ✓ assess the allocation of resources for stage 2 and agree with the Client on the details of stage 2;
- ✓ plan stage 2 by gaining sufficient insight into the Client's management system or process and the activities at the relevant business location, in relation to the management system standard or other normative documents;
- ✓ assess whether the internal audits and the management reviews are planned and executed and whether the degree of implementation of the management system indicates that the Client is ready for stage 2.

### 2.6.3 Initial audit – Stage 2

In stage 2, the audit team assesses the effectiveness and implementation of the management system or process within the organisation via interviews, requesting supporting documentation and physically visiting and observing the relevant departments. In case of continuation/takeover of an ongoing certification process, an appointment will be made for a follow-up assessment.

#### 2.6.3.1. Audit – Stage 2

A stage 2 audit will include at least the following:

- ✓ information and proof of compliance with all requirements of the applicable management system standard or other normative documents;
- ✓ performance monitoring, measurement, reporting and assessment in relation to the main performance targets and programme targets (in accordance with the expectations in the applicable management system standard or in another normative document);
- ✓ the ability of the Client's management system or process and the performance of that system or process in meeting the requirements of applicable laws and regulations and contractual requirements;
- ✓ operational control of the Client's processes;
- ✓ internal audits/assessments and management/organisation assessment;
- ✓ management responsibility for the Client's policies.

#### 2.6.3.2 Specific ISMS parts

Specifically for ISMS, in addition, at least the following will be included:

- ✓ leadership provided by management and involvement in policies and objectives in the field of information security;
- ✓ document requirements of the applicable ISMS standard;
- ✓ assessment of the information security related risks; the assessment should produce consistent, valid and comparable results when measured;
- ✓ determination of objectives and control measures based on the information security risk analysis and how to deal with these risks (control process);
- ✓ performance of the information security system and the effectiveness of the ISMS, compared with and assessed based on the stated objectives;

- ✓ consistency of the specified control measures, the statement of applicability, the results of the risk analysis and the control measures, and the information security policy and objectives;
- ✓ implementation of control measures. Taking into account the external and internal related risks, overall monitoring, measurements and analysis of the information security processes and control measures. This is to determine whether the implemented control measures are effective and achieve the set objectives;
- ✓ programmes, processes, procedures, records, internal audit reports and assessments of the effectiveness of the ISMS to ensure that these may be traced back to decisions from top management and the information security policy, as well as the corresponding objectives.

When it is decided not to implement certain control measures in case of an ISMS certification, this must be justified by the Client on the one hand and the audit team on the other hand.

The certificate holder must have a documented complaints procedure in place with regard to the products, processes and services for which a certificate has been issued. Any documents relating to complaints must remain available for inspection by Brand Compliance up to 5 years after the complaint.

#### 2.6.3.3 Closing meeting

Any nonconformities observed will be discussed and reported during the closing meeting. In conjunction with the Client's management, the (Lead) Auditor will give an overview of the findings, classify any nonconformities and discuss the corresponding settlement. We will also indicate whether the Client is nominated for certification. Based on what is found during stage 1, the CB reserves the right to retake stage 1 and/or to postpone or cancel stage 2.

### 2.7 Reporting

After the stage one and stage two audits, the auditor will prepare a report with the findings. This report covers all aspects of the standard, including the specific implementation in the organisation. In this report, well-performing areas and areas for improvement will be highlighted and provide insight into the organisation.

### 2.8 Certification decision

After completion of the full audit (stage one and two), an independent certification committee will advise whether the certificate may be issued, based on the report. The director will take the final decision. In case of a positive result Brand Compliance will issue a certificate to the Client to prove that the organisation meets the requirements of the standard.

### 2.9 Interim audits

Interim assessments will take place at the business location annually, twice\* in each certification cycle. Its purpose is interim monitoring of the Client's management system and/or process in certification in order to guarantee the continuity of the management system and/or process. Nonconformities may be issued during an interim audit. This is explained in paragraph 2.11. Such nonconformities must be resolved within the term set, so that the certification may be continued.

*\*In case of certification to the standard "Harmonisation Quality Assessment in the Care & Welfare Sector" (HKZ 165:2018), from the second certification cycle (after recertification), the two interim audits may be combined into one provided that a well-functioning management system is in place. Such a combined interim audit will then be conducted between the 16th and 21st month after the recertification date.*

### 2.10 Recertification

Recertification must be completed three years after the initial audit. The purpose of a recertification is to confirm the continuity and effectiveness of the management system and/or process, the continued relevance and applicability of the scope(s). This refers to the operation during the certified period. The structure of this audit is similar to a stage 2 audit.

Recertification will be carried out approximately 3 months prior to the end date of the certificate. Any nonconformities observed must be assessed by the audit team as resolved before the end of the certificate in order to be able to guarantee continuity of the certificate.

### 2.11 Nonconformities

During the audits, different nonconformities (NCs) may be identified. Nonconformities are issues within the set-up and implementation of the management system and/or process that have to be resolved, before certification is possible. NCs are divided into two categories:

- A. Major nonconformities (Category A):  
Non-fulfilment of a requirement that affects the capability of the management system to achieve the intended results.  
Nonconformities could be classified as major in the following circumstances:
  - if there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements;
  - a number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.
  
- B. Minor nonconformities (Category B):  
non-fulfilment of a requirement that does not affect the capability of the management system to achieve the intended results.
  
- O. Observations (O): These are points of attention that follow indirectly from the certification requirements. Observations are recorded to identify areas for improvement. Such observations may lead to non-conformities in the long-term.

#### 2.11.1 Term to resolve nonconformities and observations

In case of nonconformities, depending on the category of nonconformity, a term is set by the (Lead) Auditor within which the non-conformity must be resolved or a plan of action submitted.

For a recertification the validity period of the certificate is leading.

If the settlement of nonconformities does not take place within the validity period of the current certificate, this must then be done within 5 months (calculated from the certificate's validity date) in case of a recertification. If this is the case, a new certificate may be issued. The starting date on the certificate then equals the date of the recertification decision and the expiry date is based on the previous certification cycle. If the 5-month deadline is not met, a new initial audit (at least stage 2) must be carried out to maintain a certificate.

Any (O) observation must be resolved within a maximum period of 1 year after the closing meeting, whereby the corrective measures must be implemented as such. If the Client has not resolved the observation within the set term, the observation may be changed into a major or minor nonconformity by the (Lead) Auditor.

#### 2.11.2 Corrective actions

Corrective actions may be taken to resolve the nonconformities. Two categories of corrective actions are distinguished:

- I. Corrective actions that merely change the documented management system. In this case, the deviation report will be closed by submitting written proof, and verification on-site is not necessary;
- II. Corrective actions that contain changes that require on-site verification. In that case Brand Compliance will arrange and perform an additional audit.

#### 2.11.3 Settlement

The reply to the identified nonconformities by the Client shall always include the following parts:

- ✓ Cause analysis.
- ✓ Size analysis.
- ✓ Correction.
- ✓ Corrective action.
- ✓ The correction carried out must be demonstrably effective as a corrective action.

The Client may provide this information in hard copy or electronically. The relevant (Lead) Auditor will ensure that these elements are included in the reaction for each nonconformity identified.

In case of major nonconformities (category A) corrections and corrective actions will be examined within 5 months after the last stage 2 audit day.

### 3 Use of certificates and logos

When the certification audit has been successfully completed, the Client will be entitled to a certificate and the right to use the certified logos responding to the relevant standard(s). From that moment on, the Client may use the logos for their corporate identity or marketing purposes, for example.

The certificate holder shall ensure that no confusion is possible regarding the scope of certification and the mark issued by Brand Compliance. If Brand Compliance finds incorrect or unjustified use of the mark, Brand Compliance will ask the Client to rectify this.

Specific rules apply to NEN 7510 and HKZ certifications regarding the use of certificates and logos. See annex 1. If a Client's management system is certified, this does not mean that any products or services are certified.

#### 3.1 Certificate

After a successful conclusion of the certification assessment, Brand Compliance will provide a certificate, stating which standard(s) was/were tested as well as the assessed business activities (scope) and the period of validity. The certificate issued by Brand Compliance applies to the services that are under the Client's direct control.

In accordance with the requirements of the accreditation standards, Brand Compliance will keep records of their certified clients and their business. This register is available to third parties. Information outside the scope of the accreditation standard will only be provided to third parties with the Client's written consent.

Several specifically Dutch certification products require Brand Compliance to provide the name and certificate number to the managing bodies, who then include this in online public registers. NEN will include NEN/HKZ certified organisations on their website.

##### 3.1.1 Visibility of the certificate

In the case of certification under accreditation, the certificate will include the logo/logos of the relevant accrediting organisation(s). The Client has the right to exhibit this certificate at their business location or show it to individual stakeholders. For this purpose the certification mark may be used, see paragraph 3.2.

If the Client wishes to share documents with third parties such documents should be reproduced in their entirety.

##### 3.1.2 Return of the certificate

The Client may terminate the Agreement in accordance with the conditions set out in the Agreement. Notice must be given in writing. Brand Compliance will then send a written confirmation of this, stating the date on which the certificates held by the Client are to be returned. The Client shall return all certificates in their possession by post at the stated postal address, and remove any logos or signage to avoid any unauthorised use.

In the event of late return of the certificates, the penalty clause, as described in this document under paragraph 3.4, will come into effect. Brand Compliance reserves the right to inspect on-site, unannounced, for unauthorised use after termination of the Agreement.

### 3.2 Certified logos

During the certificate's period of validity, the Client also has the right to use Brand Compliance logos for promotional purposes. Brand Compliance will provide the Client with a set of original logos to this end. Brand Compliance will monitor the correct use during interim audits. Specific requirements apply to their use.

#### 3.2.1 Use of certified logos

The logo may be used on correspondence, advertisements, promotional materials and electronic media, on walls, doors and windows and on exhibition stands, provided that the communication is not misleading and in accordance with the requirements of these Regulations. The logo may not be affixed to products.

The Brand Compliance logo is to be used as follows:

- ✓ either in black on a white background or in colour on a white background;
- ✓ if not otherwise possible, on a coloured background in white;
- ✓ the width should be at least 50mm;
- ✓ all numbers and letters in the mark must be legible;
- ✓ if the mark is enlarged, the space between the characters should be increased proportionally.

Example:

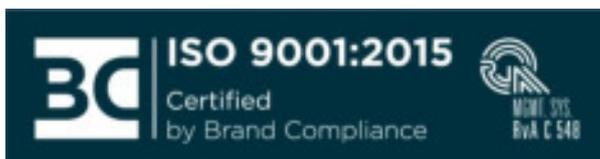
Brand Compliance certified mark, ISO 9001



(25 \* 68 mm)



(25 \* 68 mm)



*If the Client has any doubts about the use or wishes to deviate from the dimensions indicated above for the Brand Compliance Mark, please contact [marketing@brandcompliance.com](mailto:marketing@brandcompliance.com).*

### 3.2.2 Certifications under accreditation

The certificate holder may use the RvA mark specifically provided to Brand Compliance; the Regulations for Use are available on the website of the RvA ([www.rva.nl](http://www.rva.nl)). The document is available under the name VR003-UK “Regulation for the use of Accreditation marks and logos”.

RvA mark:



(25\*25 mm)



(25\*25 mm)

### 3.3 Use of the name Brand Compliance

The Client may use the name Brand Compliance for marketing purposes, including social media and email, in the context of communication about certification activities.

When using certificates, declarations of conformity and/or audit reports issued by Brand Compliance, the Client will act in such a way that Brand Compliance’s reputation is not affected. All announcements will be arranged in such a way that no misleading impression is created with regard to the applicable scope or business location of the certification, or the applicable standards and requirements.

### 3.4 Unauthorised use

Certification marks, signs or logos may not be used for the following purposes:

- It is not permitted to affix certification marks or other signs to products or services that give the impression that the product in question was certified by Brand Compliance.
- The Client shall not give third parties the impression that Brand Compliance is responsible for the activities of the Client.
- The Client shall not affix marks that may be confused with the certification marks and/or other signage mentioned in the Certification Agreement.
- Logos or marks may not be applied to test reports from laboratories, calibration or test reports or test certificates.

In case of unauthorised use of the certificate and/or certification logo(s) and/or marks, Brand Compliance will impose a penalty of 750 euros for each day that said breach continues.

## 4 Maintaining the certificate

During the certification period, Brand Compliance will remain responsible for the decision they have taken concerning the certification, including issuance, maintenance, renewal, expansion, limitation and withdrawal of activities from the scope, postponement and withdrawal of the certificate. To maintain the

acquired certificate, the Client must maintain their management system or process and continue to comply with the requirements of the relevant standard.

Notwithstanding the certificate issued to the Client, the Client shall always comply with their legal obligations, obligations arising from the certified management system or process and other obligations that may be imposed on a product, process or service (e.g. other normative documents or technical obligations).

#### 4.1 Interim changes

If the Client changes their management system in a significant way during the certificate's period of validity, the Client must notify Brand Compliance of such changes. Such changes include, for example, changes related to:

- a) the legal form, organisational form or ownership;
- b) organisation and management (e.g. key personnel in management positions, decision-making positions or at technical level);
- c) contact address and business locations;
- d) the scope of the certified management system;
- e) significant changes to the management system and processes;
- f) the statement of applicability (this only applies to ISMS).

Brand Compliance will review the changes in relation to the requirements of the standard. Major changes may lead to an additional audit in the short term. Minor changes to the management system, process or documents thereof will be reviewed by the Auditor during the next regular audit.

##### 4.1.1 Statutory certification activities

Specifically for statutory certification activities, the Client must notify Brand Compliance of any intended changes in their management system or process. Brand Compliance will review the proposed changes and decide whether the amended assurance system still complies with the requirements of the guidelines, or whether a new assessment is necessary. Brand Compliance will inform the Client of their decision. This notification contains the conclusions of the assessment and the reasoned assessment decision.

#### 4.2 Changes of certification requirements

If the certification requirements change during the certification period, Brand Compliance will timely inform the Client of this change and discuss possible actions for Client to be able to meet the requirements of the standard. If any changes to the management system or process are to be implemented, Brand Compliance reserves the right to review such changes.

In case of changes regarding Brand Compliance's accreditations or if an accreditation is cancelled, Brand Compliance will timely inform the certificate holders.

## 5 Suspension, limitation and withdrawal of the certificate

In specific cases, Brand Compliance may decide to suspend the certification. The Client will be notified if this occurs. In general, suspension will be considered if the Client:

- does not take corrective actions within the established period;
- persistently or substantially fails to meet the certification requirements, including the requirements for the effectiveness of the management system;
- does not agree to monitoring or recertification audits being conducted at the required frequency;
- uses the certificate and/or logo(s) in an unauthorised way;
- does not fulfil its (financial) obligations towards Brand Compliance;
- causes to affect Brand Compliance's good name and/or business reputation;
- voluntarily requests a suspension.

Brand Compliance shall do everything within their power to enable the Client to take appropriate measures. Brand Compliance may perform an additional audit to verify the effectiveness of the measures taken.

### 5.1 Limitation of scope

If the Client fails to take corrective measures within the agreed period, the certificate may be withdrawn or the scope may be limited.

Brand Compliance will limit the scope of the certification to exclude the parts that do not meet the requirements, if the Client does not consistently or substantially comply with the certification requirements for the relevant parts of the scope of the certification. Such a limitation must be in accordance with the requirements of the standard used for certification.

In the event of a limitation of the scope stated on the certificate, at the request of the Client or by observation of the Auditor, communications shall be adjusted so as not to create the impression that the Client is still certified for the activities concerned.

### 5.2 Maintaining the certificate

If at any time during the certification period of three years, the Client does not wish to retain the certificate or considers they are not capable of doing so, Brand Compliance will withdraw the certificate after being notified.

In the event of suspension or withdrawal, the Client shall immediately refrain from carrying the relevant certificate, certification mark or declaration and refrain from giving the impression, in whatever way, that they are still entitled to the certification concerned. The same applies in the event that the Proposal for Certification is terminated by one of the parties. In such a case, the Client shall return the certificate or declaration if requested by Brand Compliance.

### 5.3 Disclosure

Suspension, withdrawal and limitation of the scope of the certificate will be conducted by Brand Compliance and the Client will be notified of this in writing. Brand Compliance will also publish notice of suspension and withdrawal of the relevant certificate on its website. Regarding the registration with regard to issued, expired and possibly withdrawn certificates that third parties keep on the internet, Brand Compliance does not control such records.

The documents and data provided by the Client (including information carriers) may be inspected by a third party during an audit they conduct at Brand Compliance (for example the Accreditation Council, the supervisory body of certified bodies or the Commission Safeguarding Impartiality (CWO)).

### 5.4 Complaints, objections and appeal against withdrawal of the certificate/limitation of scope

If the Client disagrees with Brand Compliance's decision to withdraw or suspend the certificate, the procedure as described in chapter 6 will be followed.

## 6 Complaints, objections and appeal

### 6.1. Complaints

If the Client is not satisfied with the way in which Brand Compliance performed the assessment, a complaint may be submitted by using the “Brand Compliance complaint form” published on our website: <https://brandcompliance.com/en/about-us/accreditations/>.

### 6.2 Procedure

All complaints will be handled according to the complaints procedure. Brand Compliance will start dealing with the complaint within three working days after reception, and will notify the Client of this. Brand Compliance will try to resolve the complaint submitted by the Client within three weeks at the latest.

All complaints submitted, will be recorded by Brand Compliance. The Management will appoint a person responsible for dealing with complaints. The owner of the complaint will ensure verification, reproducibility of the settlement and will send a confirmation of receipt.

The full procedure is published on the website of Brand Compliance:

<https://brandcompliance.com/en/about-us/accreditations/>.

### 6.3 Objections and appeal

If the Client wishes to appeal against a decision by Brand Compliance regarding:

- non-acceptance of an application for certification;
- not to recommend certification;
- suspension, withdrawal or cancellation of the certificate;
- objection by third parties against the issuance of a certificate;

such appeal must be filed within four weeks of the relevant fact. Appeals are processed in the same way as complaints. Submission, investigation and decisions regarding appeals shall not result in actions against the Client.

## 1 Annex: Guidelines NEN 7510/HKZ logo

Below you will find the guidelines for the certificate holder when using the NEN 7510/HKZ logo. If you, as a certificate holder have any questions about the correct use of the NEN 7510-HKZ logo, please contact [marketing@brandcompliance.com](mailto:marketing@brandcompliance.com).

### Certifications to NEN 7510/HKZ standards:

- ✓ Any use of the NEN 7510/HKZ logo must be in accordance with the conditions of the Regulations filed with the Benelux Trademarks Office.
- ✓ NEN 7510/HKZ logos may only be used if the name and logo of the certificate holder are also used. NEN 7510/HKZ logos may not be more prominent than the name and logo of the certificate holder.
- ✓ For the right to use a NEN 7510/HKZ logo, Brand Compliance will provide the applicant with a certificate for its service or part thereof. Upon extension of this right, Brand Compliance will issue a new certificate to the certificate holder each time.
- ✓ If the certificate holder's certificate is withdrawn or if the certificate holder no longer wishes to possess the certificate, use of the NEN 7510/HKZ logo in any way whatsoever must be ended with immediate effect. Brand Compliance will verify this and will take appropriate measures if necessary.
- ✓ If the certificate holder carries a NEN 7510/HKZ logo for its service or part thereof, and it establishes or suspects that serious deviations have occurred in relation to the requirements of the applicable standard, it must notify Brand Compliance immediately.
- ✓ If the certificate holder wishes to make any changes to its service (or part thereof) for which the certificate has been issued, it will not include a NEN 7510 / HKZ logo in general communications about the changed service before Brand Compliance has been able to assess whether the amended service still meets the applicable requirements.
- ✓ The certificate holder may not use the logo as its own factory mark or trade mark.
- ✓ The certificate holder may only use the NEN 7510/HKZ logo for other communications or in different ways after prior written permission by NEN.
- ✓ NEN is at all times entitled to review the compliance with these instructions or to have a review carried out.

### Form and typographical conventions for a NEN 7510 logo:

A NEN 7510 logo is a pictorial mark owned by NEN. NEN pictorial and word marks are filed under number 0635605 in the Benelux Trademark Register and filed under number 001584127, 008822546, 008822595 and 003778099 in the Trademark Register of the European Union. The NEN 7510 logo must be used in accordance with the following instructions. Use on general communications by the certificate holder or the registered part thereof, insofar as these relate to the certified service:

- ✓ with regard to the colour of the logo characteristics, PMS 283 (light blue) and PMS 308 (dark blue) must be used;
- ✓ use of a logo in black on a light background or in white on a dark background is allowed;
- ✓ the NEN 7510 logo must be used in the layout and following the typographical conventions as prescribed and provided by NEN;
- ✓ if necessary, the NEN 7510 logo may be enlarged or reduced.

**Form and typographical conventions for an HKZ logo:**

The HKZ logos are filed under number 750023 in the Benelux Trademark Register. The HKZ logos must be used in accordance with the following instructions. Use on general communications by the certificate holder or the registered part thereof, insofar as these relate to the certified service:

- ✓ with regard to the colour of the logo characteristics PMS 165 (orange), black on a light background or in white on a dark background must be used;
- ✓ any HKZ logo must be used in the layout and following the typographical conventions as prescribed and provided by NEN;
- ✓ for the correct position of a logo always take into account bottom and top;
- ✓ minimum height: 1.5 cm;
- ✓ width: in (the original) ratio to the height;
- ✓ Written permission from the Foundation is required for any deviations from these instructions,

*In case of doubt about the correct use of a mark, please email a proof to Brand Compliance at [marketing@brandcompliance.com](mailto:marketing@brandcompliance.com).*