

Brand Compliance

# CERTIFICATION REGULATIONS

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# 1 Introduction

As a Certification Body (CB), Brand Compliance provides services relating to assessment and certification of organizations' 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 organization. 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
- ✓ Information security management systems (ISMS): ISO 27001:2022 and NEN 7510-1:2024
- ✓ Privacy information management system (PIMS): ISO 27701:2025
- ✓ Business continuity management system (BCMS): ISO 22301:2019
- ✓ Health informatics: ISO 27799:2025
- ✓ Environmental Management System (EMS): ISO 14001:2026

## 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 organizations wishing to be certified or are already certified by Brand Compliance.

## 2 Certification process

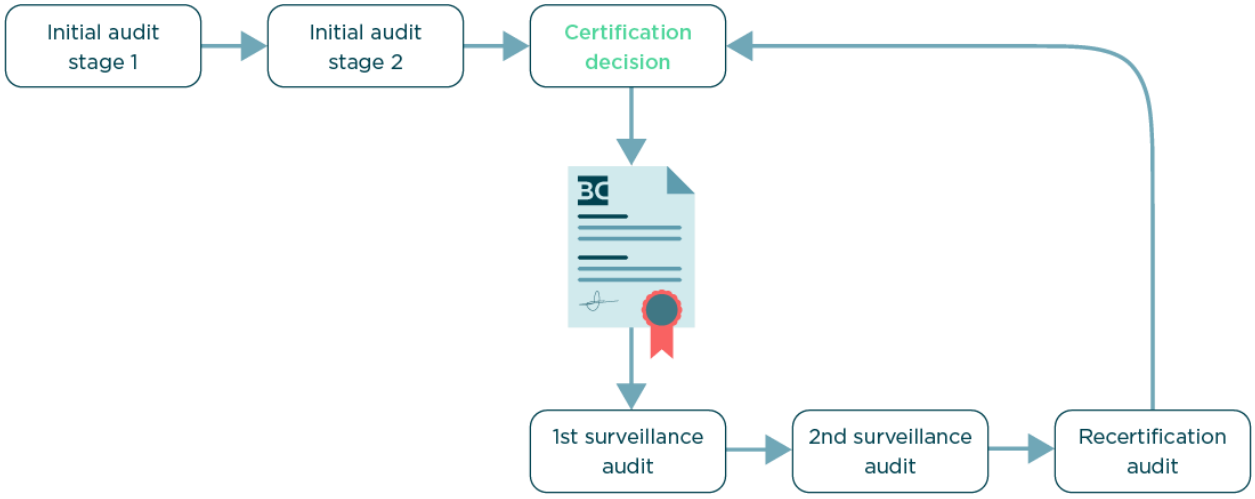
In this chapter we will describe the entire certification process.

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 initial 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.

During each stage the (Lead) Auditor may identify nonconformities. Nonconformities must be addressed before certification is possible. See paragraph 2.11.

The certification cycle will start after the initial audit. This cycle is reflected in the image below.




To retain the certificate, each certified organization 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 surveillance audits, after which a recertification audit will be conducted at the end of the three-year period. Once the new certification decision has been made, a new cycle will start.
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 Client's 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 a proposal to the Client.

## 2.3 Certification Agreement

Brand Compliance will send the Client a proposal including an agreement. The Client may accept the offer by returning it signed or by sending Brand Compliance an e-mail 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, 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, i.e. a technical expert. 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 Brand Compliance.

## 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 (Lead) Auditor will have to gain in-depth knowledge of the organization. To this end, the (Lead) Auditor may request specific documents from the Client. The Client

will be informed of this in a timely manner by the (Lead) Auditor. Additionally, the (Lead) 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 organization will be audited.

#### 2.5.2 Preparation by the Client

The Client must have carried out at least one management review of the management 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 at a client's site. In this case, the Client will be informed in a timely manner.

#### 2.6.2 Initial audit – Stage 1

During stage 1, the (Lead) 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 time are necessary. Brand Compliance has drawn up guidelines for this and will 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:

- ✓ the Client's documented information for the management system or process;

- ✓ 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;
- ✓ the specific circumstances of the Client's site and interviews with staff to determine its readiness for stage 2;
- ✓ 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 controls (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.

NEN 7510:

- ✓ The following information must be provided by the Client:
  a) a copy of the ISMS documentation required in NEN 7510-1, and
  b) if required, NEN 7510-1 related documentation.

### 2.6.3 Initial audit – Stage 2

The stage 2 audit takes place a maximum of 6 months after the closing meeting of the stage 1 audit. In stage 2, the audit team assesses the effectiveness and implementation of the management system or process within the organization 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 review;
- ✓ 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 controls 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 controls, the statement of applicability, the results of the risk analysis and the controls, and the information security policy and objectives;
- ✓ implementation of controls. Taking into account the external and internal related risks, overall monitoring, measurements and analysis of the information security processes and controls. This is to determine whether the implemented controls 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.

NEN 7510:

- ✓ Assessing whether the organization has a legality for processing personal health information or has had a legality in the period of 6 months prior to the start of the stage 2 audit.
  *If it appears that there is no legality to conduct a NEN 7510 audit, it may not be conducted.*

When it is decided not to implement certain controls 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. The (Lead) Auditor will also indicate whether the Client is nominated for certification. Based on what is found during stage 1, Brand Compliance 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 (Lead) Auditor will prepare a report with the findings. This report covers all aspects of the standard, including the way they are implemented by the organization.. In this report, well-performing areas and areas for improvement will be highlighted and provide insight into the organization.

## 2.8 Certification decision

After completion of the full initial audit (stage one and two), an independent certification committee will advise whether the certificate may be issued, based on the report. The certification decision is then made. In case of a positive result Brand Compliance will issue a certificate to the Client, with which the Client can demonstrate that its organization meets the requirements of the standard.

## 2.9 Surveillance audits

Surveillance audits will take place 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 identified during a surveillance audit. This is explained in paragraph 2.11. Such nonconformities must be resolved within the term set, so that the certification may be continued.

## 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 before the expiry 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:

1) 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.

2) Minor nonconformities (Category B): non-fulfilment of a requirement that does not affect the capability of the management system to achieve the intended results.

Also can be noted:

- Opportunity for improvement: indicates inefficiency and area for improvement. This follows indirectly from the certification requirements and must be considered.

- Area of concern (AoC); weak point that could be classified as a nonconformity during stage 2.

### 2.11.1 Term to resolve nonconformities

In case of nonconformities, depending on the category of nonconformity, a term is set by the (Lead) Auditor within which the nonconformity 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). 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.

### 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;
- ✓ Correction;
- ✓ Corrective action.

The Client may provide this information in hard copy or electronically. The relevant (Lead) Auditor will ensure that the elements above 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 audit day.

# 3 Use of certificates and logos

Specific rules apply regarding the 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.

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 audit, 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.

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 certified organizations on their website.

### 3.1.1 Visibility of the certificate

In the case of certification under accreditation, the certificate will include the logo of the relevant accrediting organization. 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.

### 3.1.2 Termination of Agreement

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. The Client shall destroy all certificates in their possession as of the termination date. Also remove any logos, marks or expressions, for example on a website, to avoid any unauthorised use.

If logos, marks or expressions are not removed in a timely manner, 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 has deposited their logos at the Benelux Trademarks Office under no. 1402095. Brand Compliance will provide the Client with a set of original logos to this end. Brand Compliance will monitor the correct use during surveillance audits and recertification. Specific requirements apply to their use, you can read about it in paragraph 3.2.1.

### 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*.*

### 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). The document is available under the name BR001 "Policy rule Accreditations".

Example of an 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 and impartiality 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. If the Client wishes to share documents with third parties such documents should be reproduced in their entirety.

## 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 it has 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, including all entities that fall under the certification, and continue to comply with the requirements of the relevant standard.

Regardless of whether the Client holds a certificate, the Client shall always comply with its 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 its 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, organizational form or ownership;
b) organization 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 audit in the short term. The receipt of a complaint about the Client, may also result in an audit in the short term. Minor changes to the management system, process or documents will be reviewed by the (Lead) 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, or whether a new assessment is necessary. Brand Compliance will inform the Client of its decision. This notification contains the conclusions of the assessment and the reasoned assessment decision.

### 4.1.2 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 stipulated period;
- has not been able to handle the determined nonconformities within the stipulated period;
- persistently or substantially fails to meet the certification requirements, including the requirements for the effectiveness of the management system;
- does not agree to surveillance 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 business reputation;
- voluntarily requests a suspension.

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

The following applies to a NEN 7510 certificate:

- If a first surveillance audit reveals that the Client did not have legality to process personal health information in the 6 months preceding the effective date of the current certification cycle +12 months, the certificate will be revoked from that date.
- If a second surveillance audit reveals that the Client did not have legality to process personal health information in the 6 months preceding the effective date of the current certification cycle +24 months, the certificate will be revoked from that date.
- If a recertification audit reveals that the Client did not have legality to process personal health information in the 6 months prior to the expiry date of the current certification cycle, the certificate will be revoked from the expiry date.

If the Client regains legality after withdrawal, an extension audit or a stage 2 audit must be conducted, depending on the situation.

Instead of withdrawal, a temporary suspension of up to 6 months is an option. As soon as the Client meets the requirements, the certificate becomes valid again.

## 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 (Lead) Auditor, communications shall be adjusted, for example a copy of the certificate on the company website, 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 agreement is terminated by one of the parties.

## 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 publish notice of suspension and withdrawal of the relevant certificate. For accredited certifications, this will be done in the IAF CertSearch database; for non-accredited certifications, it will be published on the Brand Compliance website. Brand Compliance has no influence on the registration of issued, expired and possibly withdrawn certificates maintained by third parties on the Internet.

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 or the Impartiality Committee).

### 5.3.1 Disclosure of confidential information

Brand Compliance treats all information obtained or prepared during the certification process as confidential, unless such information is already in the public domain.

Confidential information will not be disclosed to third parties without the client's prior written consent, unless Brand Compliance is obliged to disclose such information under legislation, regulations or contractual agreements.

Where Brand Compliance is legally obliged to disclose confidential information, the client or person concerned will be informed in advance. Such prior notification will not be given where Brand Compliance is prohibited by law or regulation from informing the client or the person concerned.

Information about the client that Brand Compliance receives from sources other than the client is also treated as confidential. The identity of the source in question will not be disclosed to the client without the source's consent.

## 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 audit, a complaint may be submitted by using the “Brand Compliance complaint form” published on our website.

## 6.2 Procedure

Complaints are handled according to our complaints procedure. A written confirmation of receipt will be sent to the submitter within 5 working days of receipt. The investigation of the complaint takes a maximum of 10 working days. The decision will be communicated to you in writing.

All complaints submitted, will be recorded. The Area Director will appoint a person responsible for handling the complaint. The owner of the complaint will ensure verification and reproducibility of the handling.

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

## 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.

# 7 Independence and objectivity

Brand Compliance is aware of the fact that it must adopt and maintain an impartial position while performing certification activities. For this reason, we have taken measures to prevent conflicts of interest.

As a result:

- Brand Compliance can provide training to clients for whom certification activities are carried out, providing general information that is also publicly available, but no company-specific training is provided;
- Brand Compliance cannot provide internal audits/reviews or other advisory services with regard to the management system to be certified, for clients for whom certification activities are performed;
- Brand Compliance takes an independent position with regard to the persons or bodies that do carry out internal audits/reviews or other advisory services at clients to be certified;
- Brand Compliance can identify points for improvement in the management system of customers for which certification activities are carried out, but cannot provide advice on the details of the measures to be taken;
- Brand Compliance cannot certify certification bodies or get certified itself;
- Brand Compliance's Impartiality Policy requires employees not to accept gifts from customers.

## 7.1 Impartiality Committee

Brand Compliance has an independent Impartiality Committee (CvO). The CvO monitors the impartiality, objectivity and independence of Brand Compliance's certification activities and advises the management on these matters.

The Impartiality Committee is composed of external and internal representatives and operates independently of the operational certification activities. The committee monitors potential risks of conflicts of interest and assesses whether the measures taken are adequate.

# 8 Annex: Guidelines NEN 7510 logo

Below you will find the guidelines for the certificate holder when using the NEN 7510 logo. If you, as a certificate holder have any questions about the correct use of the NEN 7510 logo, please contact marketing@brandcompliance.com.

**Certifications to NEN 7510 standards:**

- ✓ Any use of the NEN 7510 logo must be in accordance with the conditions of the Regulations filed with the Benelux Trademarks Office.
- ✓ A NEN 7510 logo may only be used if the name and logo of the certificate holder are also used. A NEN 7510 logo may not be more prominent than the name and logo of the certificate holder.
- ✓ For the right to use a NEN 7510 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 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 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 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 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.
- ✓ Certificate holders of NEN 7510-1:2024 must also state the publication year of the standard when using the logo.

**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 trademarks. 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 RGB 0/130/272 (blue) must be used.
- ✓ use of a logo in black on a light background or in white on a dark background is allowed, if usage in colour is not possible;
- ✓ 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 provided the original proportions are maintained.

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