1. Al-Waiz Certification and Training Services hereafter referred to as ACTS, grants the right to use the ACTS Mark along with certificate number on the certified products manufactured/traded by the certified clients, hereafter referred to as the licensee, after successfully obtaining the Certificate of Conformity.
2. Following systematic approach is applied for giving unique identification number to issued client IMS Certificate according to the suitability and to make it more legible, understandable and to fulfil the purpose.
   a. **MS/XXX-001/PAK**
   where,

   MS = Management System

   XXX = Initial letters of Certified Client Name

   001- Number of issued Certificate like 001, 002, 033 and so on

   PAK = Pakistan
3. The licensee may use the mark along with certificate number for sales promotion of the product. It may be used in advertisements and on stationery together with the mark or the name of the manufacturer or the licensee provided that it is not used in such a manner that ACTS may consider as misleading. The mark along with certificate number shall be used for every piece of the product. It may be also used on the following subject to ACTS approval:
   - Principal display panel of the certified products
   - Secondary or tertiary packaging whichever is directly visible to the buyer during display
   - Company publicity materials such as brochures, company profiles, reports, exhibition materials, flyers, banners, roll-ups etc.
   - Corporate electronic media such as in website, internet etc.
   - Company vehicles
   - Company communication documents such as letterheads, stationeries etc.
4. The mark along with certificate number shall be reproduced exactly the same color and proportion whenever it is possible.
5. The mark is the exclusive property of ACTS and its correct use is a contractual obligation. Intentional misuse of the mark maybe grounds for actions that may include but not limited to withdrawing the Certificate of Conformity.
6. ACTS implements market monitoring for ensuring correct use of the ACTS Mark along with certificate number.
7. The licensee shall not use its product certification in such a manner as to bring ACTS into disrepute and not make any statement regarding its product certification that ACTS may consider misleading or unauthorized.
8. In making reference to its product certification in communication media, a supplier of certified products must comply with ACTS requirements. A supplier may publish that it has been authorized to apply ACTS certification mark along with certificate number to products to which the certification applies. In all cases, the supplier shall take sufficient care of in its publications and advertisements that no confusion arises between certified and non-certified products. If a supplier wishes to publish a test report or evaluation report, the report shall be reproduced in full, unless specific authorization is granted by ACTS to publish part(s) of the report. A supplier shall not specify function, or claim or the like in its use information that could mislead purchasers to believe that performances of the products or its use are covered by the certification when in fact they are not.
9. Instructions or other user information accompanying the product and related to the certification scheme is approved by ACTS. Advertisements containing ACTS certification mark along with certificate number or reference to certification are approved by ACTS.

10. In case of any doubts regarding the use of the mark along with certificate number, prior written approval is obtained from ACTS to prevent misuse and subsequent corrective action.
11. Supplier / ACTS Client who failed to renew their IMS certificates are not allowed to use the ACTS mark at all. Further, in case of suspension, withdrawal of IMS Certificate it will not be allowed to use the mark further on its products.

Corrective Action for Defective Products or Misuse of Certification Mark

1. ACTS requires the licensee to implement corrective action according to ISO/IEC Guide 27 after identification of defective products or conclusive misuse of license, certificates and marks. The corrective action could be one or more of the following:
    - Notification of parties authorized and responsible for instituting a recall of defective products
    - Removal of the mark from the defective products, provided such action is done in collaboration with regulatory authorities who shall ultimately decide whether to accept or reject the products
    - Replacement and scrapping of defective products
    - Reconstruction of the product to comply with the governing certification requirements
    - Issuance of notice to the general public about the hazard from using the product and corresponding action to be taken
2. The corrective measures and period of implementation is decided by ACTS depending on the extent of misuse of license, certificate and mark.
3. When there is conclusive proof, the regulatory authorities shall be notified immediately by ACTS of the misuse of license, certificate and ACTS mark, and the certification shall be put under warning, suspension or withdrawal, where appropriate.
4. Withdrawal of right to certification may lead to legal actions by ACTS, when deemed necessary after consultation with legal counsel, and notification of appropriate governmental, regulatory and public bodies.
5. The licensee shall be properly and officially notified of any action taken by ACTS against the defective products, the reason for such actions and any conditions or corrective measures to be implemented by the licensee.
6. When the corrective action has been resolved by the licensee to the satisfaction of ACTS verified through re-evaluation of the product to the extent necessary, the licensee, regulatory authorities and all parties previously notified of the offence shall be given a second notification on the reinstatement of the product certification. This notification shall summarize the corrective action taken by the licensee, the affectivity date of the reinstatement of certification, scope of certification, and when applicable the new marking required for corrected products.
7. Shall the licensee refuse to take corrective action identified by ACTS, the certification is withdrawn and the appropriate governmental, regulatory and public body is duly notified.

Prepared and Reviewed by:
GM Certification (MR)

Approved by:
CEO