

3.3.7 Right to use Certificate and Certification marks

With a valid BQAS certification, the client is entitled to use the certificate and respective certification marks for promotion purposes.

Authorized use of copyrighted BQAS certified management system mark, and other certification marks (herein referred to as the "marks") shall enhance confidence of customers in the client's certified management system and the respective performance. **(Ref.: QP 06 Public Information Procedure)**

These marks are frequently used on company stationery, in brochures, the internet, at exhibitions, on vehicles or in advertisements.

The marks are directly associated with the certified organization and its management system.

Certificates and Marks may be used for promotion in accordance with the provisions of these *Certification and Assessment Regulations*.

Such use is restricted to the scope and the period of validity of the certification. Marks may not be attached directly to a product or use in such a way as to give rise to the impression of being related to the conformity of a product with the standard of specification on which they are based. Section 5, Certificates and marks, provide respective rules in detail.

BQAS is obliged to ensure correct use of certificate symbols.

MSPO CERTIFICATION AGREEMENT

Terms & Conditions

3.5.3 Suspension withdrawal and annulment of certificate

3.5.3.1

Suspension

BQAS is entitled to suspend temporarily a Certificate if Client violates certification, contractual or financial obligations towards BQAS, including but not limited to

- Corrective actions to the management system have not been demonstrably and effectively implemented within the agreed-upon time frame;
- The schedule of audits suggested by BQAS for assessment(s) necessary for the maintenance of the certification have not been complied with and the prescribed frequency since the previous assessment has thereby been exceeded;
- BQAS has not been informed in a timely manner about planned changes to the management system and other changes which affect the system's conformity with the standard or specification which forms the basis for the assessment;
- A BQAS Certificate, or a Certification Mark has been used in a misleading or unauthorized manner, such as; permitting its mark to be applied to laboratory test, calibration or inspection reports or certificates.
- Due payments for assessment and certification services have not been made timely as agreed between Client and BQAS.

BQAS will notify Client of a proposed suspension in writing. If the reasons for the purposed suspension are not eliminated within two weeks, BQAS will inform Client in writing of the suspension of the Certificate stating the reasons as well as the corrective actions necessary for the certification to be reinstated. Certificates are suspended for a restricted period (usually a maximum of 90 days).

If the required measures have been implemented demonstrably and effectively by the established deadline, the suspension is cancelled and certification will be reinstated. If the required measures have not been implemented within the established deadline, BQAS may withdraw the Certificate as set forth below.

3.5.3.2

Withdrawal

BQAS is entitled to withdraw Certificates or to declare them invalid upon written notice to client if:

- The suspension period of the certification has been exceeded
- The conformity of the management system with the standard of specification on which it is based is not ensured or Client is not willing to or able to eliminate nonconformities
- Client continues to use the certification for promotion following the suspension of the certificate.
- Client uses the certification in such a way as to determine the reputation of BQAS.
- The preconditions which lead to issuing the Certificate no longer apply.
- Client files any voluntary or involuntary petition in bankruptcy.
- Client effectively terminates its contractual relationship with BQAS.

3.5.3.3

Annulment

BQAS is entitled to annul Certificates, or retroactively declare them invalid, if:

- It subsequently turns out that the preconditions required for issuance of the Certificate had not in fact been fulfilled.
- Client has compromised the certification procedure so that the objectivity, neutrality or independence of the assessment result are, in the judgement of BQAS, in question.

Guidance on how to correctly use the certification marks if client wanted to use it.

1. Applicant submits online application to MPOCC vide MSPO Logo Intended Use Form [Appendix A]. Group B user are allowed to apply only for off-product logo usage.
2. MPOCC and the Applicant sign Logo Usage Licence Agreement.
3. MPOCC issues to Applicant:
 - Logo usage licence registration number.
 - Logo Reproduction Tool Kit.
4. The Logo User to make available the up-to-date Agreement to ACB during the audit for verification or as and when needed to ensure compliance with the use of the MSPO Logo as specified in the Tool Kit.
5. Ongoing surveillance of Logo usage; ACB to verify the use of Logo through its surveillance audits, and report unapproved and/or non-conforming usage.
6. When the MSPO Logo is used, the following essential elements must be fulfilled:
 - The MSPO Logo shall be reproduced according to the measurements, colors, trademark claims and other specifications detailed in the Logo Reproduction Tool Kit,
 - A Logo licence registration number provided by MPOCC shall be included.
7. The Logo for Off-product usage includes:
 - Claim in the traceability documentation [eg. Invoice, packaging list and bill of lading]
 - Claim in general documentation [eg. Company or product brochure]
 - Claim in signage [eg. at an organization's premises or at boundary if oil palm planted area].
 - To promote the usage of MSPO labelled products, or to increase the general awareness about the MPOCC's goals and purposes towards the achievement of sustainable oil palm management.