

Rights and Duties of the Certified Organisation's use of the PwC or PwC's Compliance Services name, the PwC Certification seal and PwC logo

- 1.1 The organisation must only claim that it is certified with respect to those activities for which it has been granted certification.
- 1.2 The organisation must not make any statements regarding its Certification that PwC or PwC's Compliance Services, or the public, may consider misleading or unauthorised. Claims that a particular organisation was registered to a management system or product certification, for example, ISO 9000 or ISO 14000, would be considered misleading. The organisation must ensure that the certification mark or report, or any part thereof, is not used in a misleading manner.
- 1.3 The organisation must discontinue the use of all corporate material that contains any reference to its certification in the event of suspension or withdrawal of its Certification documents by PwC's Compliance Services. In the event of suspension or withdrawal, the organisation must immediately return its certificate(s) to PwC's Compliance Services. In the event of a scope reduction, the organisation must amend all corporate material.
- 1.4 The organisation must only use its Certification to indicate that the organisation's system is in conformance with the applicable standard, and must not use the Certification to imply that its products or services have been approved by PwC's Compliance Services. Applicants are encouraged to consult the relevant national, provincial or state bodies for guidelines and laws on environmental claims in product advertising and communication.
- 1.5 The organisation must comply with the requirements/restrictions of PwC's Compliance Services when making references to its certification in any form of communication media.
- 1.6 If an organisation is found to not be complying with the rights and duties associated with the use of the certificate seal, the PwC or PwC's Compliance Services name, corporate material associated with the certification or the restrictions placed on the certification process, PwC's Compliance Services retains the right to take action against the certified organisation which may include the following forms:
 - a) Corrective action
 - b) Withdrawal of the certificate
 - c) Publication of the transgression, and if necessary
 - d) Legal action
- 1.7 Only organisations certified by PwC's Compliance Services to a particular standard, have the following rights:
 - a) To indicate to the public in spoken, written
 - b) or visual communication that they have been certified by PwC's Compliance Services to a particular standard. The standard must be specified in the communication. All methods of communication regarding the certification that are directed toward the public, in whatever form they may take, must be approved by the Certification Manager or delegate, prior to their release.
 - c) To utilise the applicable PwC's Compliance Services mark in public communications or certification mark on products, only with the express written consent of PwC. Prior to use of the applicable seal, the organisation must sign the relevant Licence Agreement.
 - d) Usage of accreditation symbols, marks and logos owned by standards organisations is governed by licence agreements between the certified organisation and the standards-setting organisation. PwC's Compliance Services will be responsible for assessing the appropriate usage of accreditation symbols, marks or logos during the certification process, to the extent specified in the standard.

1.8 Product Certification Systems

If a client has a product certification system certified by PwC, they must do the following:

- a) Keep a record of all complaints made known to the supplier relating to their product's compliance with the requirements of the relative standard and make the records available to PwC's Compliance Services upon request;
- b) Take appropriate action with respect to such complaints and any deficiencies found in products or services that affect compliance with the requirements for certification;
- c) Document the actions are taken.

1.9 Restrictions

- a) It is the responsibility of the certified organisation to ensure that any material published with the PwC Certification seal attached to it is factual and that any commentary is not misleading.
- b) Certified organisations and applicants are responsible for ensuring that their subsidiaries, affiliates and any agents they utilise are not in contravention of the restrictions.

- c) The organisation must use its certification in such a manner that does not bring PwC's Compliance Services into disrepute.
- d) A form of the PwC Certification seal which has been altered in any way, shape or form must not be used.
- e) The PwC Certification seal must not be used or referred to on any social media.
- f) The PwC Certification seal must not be co-branded with your corporate logo or product in any way.
- g) The PwC Certification seal must not be applied over any other image, including photographic or diagrammatic images.
- h) The PwC Certification seal must not be used in any television or outdoor advertising (including billboards and corporate material).
- i) The PwC seal must not be used in any way that could damage the reputation or diminish the value of the PwC Certification seal, for example on doormats, floor ways or murals.
- j) The PwC Certification seal must not be used in any form that may be considered as culturally insensitive or may cause offence to any minority group be they cultural, religious or political beliefs. PwC's Compliance Services will retain the right to determine, at its sole discretion, what is offensive and or what may cause reputational damage to PwC, PwC's Compliance Services or the PwC Certification seal.

1.10 General Guidance on the Use of the PwC Certification Seal for Products

- a) The certificate issued by PwC's Compliance Services indicating compliance with the relevant Standard, the Company's website and tender response documents, including corporate letterhead, and - ALLOWED.
- b) On products – NOT ALLOWED. This includes the product itself or product contained in an individual package or container. For registered testing and calibration laboratories, this would include test/analysis reports.
- c) On larger boxes, etc. used for transportation or products – NOT ALLOWED.

1.11 Use of PwC-owned Certification Seals on Products

The PwC Certification seal must not be affixed to any product or packaging or in any way that could be implied as endorsing the product or characteristics of the product. This includes product packaging material.

Guidance on the use of PwC Certification seal is contained in the PwC Certification Seal Licence Agreement & Guidelines document.