

**SPRINGS - INTERNATIONAL  
QUALITY AWARDS SCHEME**



**GUIDANCE SPECIFICATION  
FOR SUPPLIER ORGANISATIONS  
SEEKING THE LICENCED RIGHT TO DISPLAY  
THE SPRINGS - INTERNATIONAL  
SYMBOL OF INDEPENDENTLY ASSESSED  
EXECUTIVE MANAGEMENT CAPABILITY**

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## **0.0 INTRODUCTORY DATA:**

### **0.1 SCHEME OBJECTIVES – OVERVIEW:**

The SPRINGS - International Quality Awards Scheme (the Scheme) provides quality-conscious purchasers of goods and/or services with a globally standardised Quality Assurance Symbol that instantaneously enables them to identify and trade with Supplier organisations that have been INDEPENDENTLY ASSESSED against the Operational Requirements specified in this publication.

Supplier participation in the Scheme is entirely voluntary and is open to all bona fide trading entities operating in Countries serviced by Scheme accredited Assessment Agencies.

For the Owners/Executive Managers of new, emergent and other small to medium-sized Supplier organisations the Scheme offers a cost-effective and locally structured introduction to the disciplines and resourcing requirements of INDEPENDENTLY conducted management capability assessment and certification processes in an optimally user-friendly manner.

### **0.2 LICENSING ARRANGEMENTS - OVERVIEW**

The initial award and periodic renewal of Licenses relating to the use (in any given Country) of the globally standardised design of the Licensee variant of the SPRINGS - International Quality Assurance Symbol (illustrated in Heading 3.2 of this publication) is dependent upon an Applicant's ability to objectively demonstrate initial and on-going compliance with the Operational and Licensing Requirements respectively specified in Headings 1.0 and 2.0 of this publication to the reasonable satisfaction of an indigenously based and Scheme accredited Assessment Agency.

Successfully assessed Applicants will also be required to comply with the Scheme Symbol Licensing Regulations specified in Heading 3.0 of this publication.

### **0.3 COMPLIANCE CRITERIA:**

#### **0.3.1 Systems Development Criteria:**

The requirements specified in Heading 1.0 of this publication define the Scheme's minimally acceptable parameters for the initial award or renewal of Scheme dedicated Licensing arrangements but such requirements may also be used for all or any of the subsidiary purposes specified in Heading 0.4.2 of this publication.

#### **0.3.1 Licensing Criteria:**

Initial and on-going compliance with the requirements specified in Heading 2.0 of this publication and also with the Regulations specified in Heading 3.0 of this publication is MANDATORY for Supplier organisations wishing to secure or renew Scheme dedicated Licensing arrangements.

## **0.4 SCOPE OF APPLICABILITY:**

### **0.4.1 PRIMARY APPLICABILITY:**

The Operational Requirements outlined in this Guidance Specification have been compiled exclusively for Executive Management capability assessment purposes in normative (i.e. comparatively small volume/average cost/low risk) trading environments and are not intended to serve as an alternative to the much more demanding assessment criteria specified in other globally applicable publications e.g. ISO 9000:2000 (Quality Management Systems) and/or ISO 14000 (Environmental Management Systems).

Consequently:

- a) The key objective of this Guidance Specification is to define requirements against which:
  - i) Subsidiary users (as outlined in Heading 0.4.2 hereof) can optionally and pre-contractually develop confidence in the managerial integrity of any given Supplier Organisation; and;
  - ii) The SPRINGS International Regulatory Authority (SIRA) and/or Scheme accredited Assessment Agencies can secure and maintain an acceptable level of objectively assessed confidence in the locally applicable legal and organisational integrity and the Executive Management capabilities of an Applicant Supplier organisation as an essential pre-condition to the initial award or periodic renewal of Scheme specific Licensing arrangements; and
- b) the Operational Requirements outlined in this Guidance Specification do not extend to (nor are they intended to include) detailed assessment criteria relative to the specific design, processing, manufacturing, delivery, installation, after-sales servicing or any other product and/or service-related Management capabilities of individual Supplier Organisations.

### **0.4.2 SUBSIDIARY APPLICABILITY:**

Optionally, interested parties may voluntarily elect to utilise the Operational Requirements outlined in Heading 1.0 of this Guidance Specification for all or any of the following subsidiary purposes:

- a) Supplier organisations – for self-improvement and/or self-assessment purposes;
- b) the prospective customers, partnering organisations, lending institutions and/or other potential "Stakeholders" of any given (non-participating) Supplier organisation – for primary (i.e. pre-contractual) Supplier capability assessment purposes;
- c) the existing customers of any given (non-participating) Supplier Organisation – for Supplier specific re-evaluation/Contract Review purposes or general (non-participating) Supplier capability evaluation purposes.

However, all such subsidiary users must remain mindful that the Operational Requirements outlined in this publication are aimed specifically at the securing of Executive Management assurances in trading situations where:

i) existing or prospective customers do not have any immediate need for their Supplier Organisations to pre-possess independently assessed capabilities to more managerially demanding and/or process dependent requirements e.g. ISO 9000:2000 and/or ISO 14000;

ii) prospective partnering organisations, lending institutions and/or other potential "Stakeholders" hold a preference for dealing with Supplier Organisations whose Executive Managers have adopted or are taking a Systems-integrated approach to the increasingly critical disciplines of Strategic Compliance and/or Strategic Standardisation Management;

iii) the Proprietors/Executive Management of a Supplier Organisation are of the considered opinion that they cannot otherwise more conveniently, cost-effectively and/or objectively demonstrate to customers/Stakeholders the inherent integrity of their Organisation's supportive legal/operational infrastructure and/or the quality of such Organisation's key managerial capabilities relative to its specific trading activities;

iv) a Supplier organisation requires temporary independently assessed status while it is in the process of obtaining (but has not yet secured) independently assessed compliance to more operationally demanding criteria e.g. ISO 9000:2000 and/or ISO 14000; or where;

v) a Supplier organisation's operational status (e.g. as a new or emergent enterprise) currently precludes it from securing independently assessed capabilities to ISO 9000:2000 or any other operationally superior format of nationally, regionally or internationally recognised Quality Management System criteria.

## **0.5 NORMATIVE REFERENCES:**

### **0.5.1 CURRENCY OF SCHEME CRITERIA:**

In common with many other elements of the Scheme this Guidance Specification is subject to periodic review by SIRA (SPRINGS International Regulatory Authority) and all users are advised to explore the possibility that amendments/revisions may have occurred since the above stated issue of this publication.

Verification of the currency of this Guidance Specification can be obtained on the Scheme's dedicated website - [www.springs-int.com](http://www.springs-int.com) – together with detailed Background and other Scheme specific data.

### **0.5.2 INTELLECTUAL PROPERTY RIGHTS:**

For the purposes of the Scheme the ownership of all of the Scheme's globally applicable intellectual property rights (including the contents of this publication) are vested in SIRA.

Users are advised and cautioned that the Scheme Symbol (variously illustrated in this publication) may not be displayed and/or otherwise used nor may any other part of this publication be stored in any type of retrieval system or reproduced, published or transmitted in any form or by any means (electronic, mechanical, recording, photocopying or other) without the prior written permission of SIRA.

## **1.0 OPERATIONAL REQUIREMENTS**

### **1.1 SUMMARY OF TRADING STATUS:**

A Supplier Organisation (hereinafter referred to as "a Firm" or "the Firm") shall objectively demonstrate that it maintains an optimally current Summary of Trading Status in all circumstances where the Firm cannot otherwise objectively demonstrate (by means of the production of supportive data) that the following information relative to the Firm is already freely and publicly accessible:

1.1.1 the full trading name, style or title of the Firm;

1.1.2 the full name(s) of the Firm's Owner(s) and/or (where different) the full name(s) of the Firm's Executive Manager(s);

1.1.3 a full listing of the Firm's trading activity(ies) and the operational commencement date of each listed trading activity;

1.1.4 a description of the Firm's legal trading status (e.g. Sole Trader, Partnership, incorporated Company, unincorporated Company or other locally applicable and legally recognisable trading status);

1.1.4 the full postal address and/or other normative contact data for the Firm's registered office or other principal place of business.

### **1.2 MANDATORY REQUIREMENTS:**

A Firm shall objectively demonstrate (by means of the production of supportive data) that it is fully and concurrently compliant with all locally applicable mandatory trading requirements (e.g. Business Name Registration; Trading Status Registration; Product Certification, Professional and/or Trade qualifications, Third-party indemnity/insurance cover etc) relative to both the self-specified geographic location of its registered office (or other self-specified principal place of business) and its self-specified scope of trading activity(ies).

### **1.3 TERMS AND CONDITIONS OF PROCUREMENT/ENGAGEMENT:**

A Firm shall objectively demonstrate (by means of the production of supportive data) that any Terms and Conditions that are automatically and/or routinely attached by the Firm to the purchase, engagement or other means of procurement of the Firm's trading activity(ies) are pre-contractually disclosed to its customers in an optimally legible and user-friendly format.

## **1.4 MARKETING AND OTHER PROMOTIONAL DATA:**

### **1.4.1 PERFORMANCE QUALIFICATIONS AND WARRANTIES:**

A Firm shall objectively demonstrate (by means of the production of supportive data) the concurrent validity of all or any indicators contained or referenced in all or any of its marketing or other promotional material (including letter headings and other general or specialist communication material) which specifically state or imply:

i) that all or any of the Firm's products or services are normatively and/or routinely designed, processed, manufactured, packaged, delivered, installed and/or serviced either in conformity with any type or format of product and/or service verification or conformity assessment scheme or programme; and/or

ii) that all or any of the Firm's products or services are normatively and/or routinely supported by any non-optional warranties, indemnities and/or guarantee arrangements.

### **1.4.2 INDUSTRIAL, TRADE, PROFESSIONAL OR OTHER AFFILIATIONS:**

A Firm shall objectively demonstrate (by means of the production of supportive data) the concurrent validity of all or any indicators contained or referenced in all or any of its marketing or other promotional material (as previously defined) which specifically state or imply that the Firm itself (or any of its personnel) maintains any category or level of membership and/or affiliated status with any externally regulated industrial, trade or professional Body and/or with any other regulatory, advisory and/or general or specialist Organisations.

## **1.5 EXECUTIVE MANAGEMENT COMMITMENTS:**

A Firm shall objectively demonstrate (by means of the production of supportive data) that its Executive Management defines, endorses and publishes (in documented format) its on-going commitment to the following quality-related objectives:

A) the provision of products and/or services that meet all locally applicable mandatory compliance criteria and the contractually expressed performance expectations of the Firm's customers;

B) the pre-contractual disclosure to customers of any of the Firm's trading activities that are NOT regulated by the Firm's documented Quality Management System(s) and/or (as appropriate) all other excluded key elements of the Firm's quality verification procedures and/or processes;;

C) the conducting (on a specifically defined and appropriately frequent basis) of Executive Management Reviews of the continuing adequacy of the Firm's human, financial, technical and technological resourcing capabilities and the continuing relevance and operational effectiveness of the remainder of the Firm's documented Quality Management System(s) requirements and any other key elements of the Firm's quality verification procedures and/or processes as the Firm's Executive Management shall determine from time to time;

**D) ensuring (whenever possible and/or practicable) the appointment of an adequately trained Quality Management Representative who (irrespective of other managerial responsibilities and/or duties) shall carry the Firm's Executive Management's authority for:**

**i) ensuring that all of the concurrently relevant requirements of the Firm's documented Quality Management System(s) are implemented effectively by specifically appointed and adequately trained personnel in all relevant sectors of the Firm's operational infrastructure;**

**ii) reporting to the Firm's Executive Management on the operational effectiveness of the Firm's documented Quality Management System(s) as a pre-requisite to the conducting of all or any of the Firm's Executive Management Reviews specified in Heading 1.5(C) hereof; and**

**iii) ensuring (whenever possible and/or practicable) the appointment of a deputy or substitute Quality Management Representative who shall also be fully conversant with all operational responsibilities and activities relating to the operational implementation of the Firm's concurrently valid and documented Quality Management System(s).**

**E) the regulation and/or integration of sub-contracted and/or bought-in products and/or services which (in the considered opinion of the Firm's Executive Management) make a meaningful contribution towards the practical attainment of the Firm's key quality-related objectives or otherwise add significant value to all or any of the Firm's product and/or service out-put;**

**F) (i) respecting the right to privacy of domestic consumers by abstaining from the use or other deployment of door to door selling and/or other unsolicited selling techniques and/or practices; and**

**(ii) conducting the handling of general consumer enquiries and/or customer complaints in a non-discriminatory and optimally prompt, courteous and equitable manner;**

**G) compliance with locally applicable mandatory requirements relating to terms and conditions of employment of personnel and the provision of suitable and safe working environments and equipment.**

**H) compliance with locally applicable mandatory requirements relating to the preservation and/or enhancement of human, social, cultural and/or natural environments;**

**I) compliance with locally applicable mandatory record keeping and/or data protection requirements.**

**J) the provision of primary and (as appropriate) on-going occupational training to ensure that all key quality-related personnel (whether employed by the Firm on a part-time or full-time basis) are continuously enabled to discharge their respective contributory duties to the best of their individual and/or collective abilities;**

**K) the encouragement of all key quality-support personnel (including all members of the Firm's Executive Management infrastructure) to:**

**i) proactively contribute towards the Firm's continuous quality improvement activities by means of the suggested enhancement or refinement of existing practices, procedures and/or processes and;**

**ii) co-operate fully with all monitoring and/or System(s) development and/or System(s) integration activities being properly undertaken by suitably empowered personnel; and**

**L) the identification of and inclusion within the Firm's documented Quality Management System(s) of any additional objectively verifiable data that may (in the considered opinion of the Firm's Executive Management) more fully, accurately and/or precisely assist in defining or clarifying the overall scope and/or nature of the Firm's Executive Management's commitments to the practical attainment of the overall scope and/or nature of the Executive Management's declared quality-related objectives e.g. Risk Assessment/Analysis (particularly with regard to the handling and/or processing and/or disposal of hazardous substances), Health & Safety enhancements and/or improved environmental protection measures.**

## **2.0 SCHEME LICENSING REQUIREMENTS:**

### **2.1 COMPLIANCE WITH SCHEME OPERATIONAL REQUIREMENTS:**

All Applicant Licensees (as defined in Heading 3.1.6 of this publication) shall objectively demonstrate adequate levels of initial and on-going compliance with the Operational Requirements of the Scheme by providing such supportive data as shall reasonably be specified from time to time by SIRA and/or by an indigenously based and Scheme accredited Assessment Agency.

### **2.2 COMPLIANCE WITH SCHEME LICENSING REGULATIONS:**

All Applicant Licensees (as defined in Heading 3.1.6 of this publication) shall objectively and individually demonstrate their initial and on-going obligation to fully comply with all concurrently valid Scheme Licensing Regulations by providing such performance undertaking(s) as SIRA and/or an indigenously based and Scheme accredited Assessment Agency may reasonably specify from time to time.

## **3.0 SCHEME LICENSING REGULATIONS:**

### **3.1 DEFINITIONS:**

Unless the context of these Regulations indicate otherwise the following definitions shall apply:

#### **3.1.1 Scheme:**

**SPRINGS - International Quality Awards Scheme.**

**3.1.2 (Scheme) Regulatory Authority:**

**SIRA**

**3.1.3 Scheme criteria:**

**The concurrently valid Edition of this publication.**

**3.1.4 (Scheme Accredited) Assessment Agency:**

**Any legally constituted and managerially autonomous organisation directly accredited by the Regulatory Authority to conduct compliance verification activities or other support services relative to the Scheme.**

**3.1.5 Scheme Licence:**

**The uniquely referenced document issued by a Scheme accredited Assessment Agency to (as the case may be) a successfully assessed Applicant Licensee or successfully re-assessed Licensee under all or any of the Scheme's licensing arrangements.**

**3.1.6 Applicant Licensee:**

**Any person or collective of persons or unincorporated body or incorporated body or other legally constituted trading entity which has applied for but has not yet been awarded a Scheme Licence.**

**3.1.7 Licensee:**

**Any person or collective of persons or unincorporated body or incorporated body or other legally constituted trading entity which has been awarded a concurrently valid Scheme Licence and which is not in known breach of any substantive Scheme criteria.**

**3.1.8 Licensee Scheme Symbol:**

**The Quality Award Symbol illustrated in Heading 3.2 of these Regulations.**

**3.1.9 Individual Scheme Year:**

**Any consecutive period of twelve calendar months commencing from the operative date of any given Scheme Licence.**

**3.1.10 Scheme Charges:**

**All or any charges or expenses payable by (as the case may be) an Applicant Licensee or a Licensee during any given Individual Scheme Year as specified in the concurrently valid Edition of the Fee Schedule of the relevant Licensee's operationally applicable Scheme accredited Assessment Agency.**

### **3.2 ILLUSTRATION OF THE LICENSEE SCHEME SYMBOL:**

The immediately following illustration is for use exclusively by Licensees in strict compliance with the relevant Requirements of these Regulations and where “A” represents the unique Licensee identifier allocated by the relevant Licensee's operationally applicable and Scheme accredited Assessment Agency:



“A”

(Unique Licensee Identifier – See also Scheme Rule 3.6.3 (c))

### **3.3 GENERAL SCHEME RULES:**

**3.3.1** The official language of the Scheme is English although subsidiary dialogue undertaken by a Scheme accredited Assessment Agency in any given Country may be conducted in a language of choice.

**3.3.2** A Scheme Licence may only be awarded by a Scheme accredited Assessment Agency against objectively verified compliance with concurrently valid Scheme criteria.

**3.3.3** An Applicant Licensee or Licensee shall be entitled (as the case may be) to the award or renewal of a Scheme Licence only after satisfying an indigenously based and Scheme accredited Assessment Agency that they have:

- a) objectively demonstrated adequate compliance with concurrently valid Scheme criteria;
- b) given such performance undertakings as may be reasonably required by an operationally relevant and Scheme accredited Assessment Agency; and
- c) paid all Scheme Charges for the relevant Individual Scheme Year.

**3.3.4** Scheme Licences are not transferable and shall at all times remain the property of the operationally relevant Assessment Agency and shall only be valid during the Individual Scheme Year in which they are awarded.

**3.3.5** A Licensee who (for whatever reason) fails to secure the renewal of a Scheme Licence within one calendar month from the expiry date thereof and/or whose Scheme Charges are not paid in full within one calendar month after the date of issue of any demand or notice for payment of the same shall be deemed to have resigned voluntarily from the Scheme.

**3.3.6 A Licensee shall:**

- a) **comply with all concurrently valid Scheme criteria;**
- b) **only use the Licensee Scheme Symbol in strict accordance and compliance with the concurrently valid Edition of Scheme criteria;**
- c) **respond to any reasonable request for the provision of supportive Scheme specific data made by an operationally relevant Scheme accredited Assessment Agency within one calendar month after the date of issue of any such request;**
- d) **comply with all or any performance undertakings given to a Scheme accredited Assessment Agency;**
- e) **comply with all and every Scheme compliant directive and/or instruction issued by or on authorised behalf of an operationally relevant and Scheme accredited Assessment Agency in respect of all or any alleged non-compliance by the Licensee with Scheme criteria;**
- f) **permit the authorised personnel of the Licensee's Scheme accredited Assessment Agency (or any other person or persons carrying written authority to act for or on behalf of such Assessment Agency) to have access on any normative working day of the Licensee to the premises, site(s) and/or facilities in which the Licensee's managerial and/or administrative activities are normatively conducted for the sole and express purpose of physically verifying that the Licensee is in adequate concurrent compliance with Scheme criteria.**
- g) **(within such time-scale as a Licensee's Executive Management shall deem individually and operationally appropriate) notify the Licensee's Scheme accredited Assessment Agency in writing of all or any substantive customer complaint(s) that the Licensee's Executive Management have been unable to resolve (to the reasonable satisfaction of the complainant) under the provisions of the Licensee's normative customer complaints handling procedures.**
- h) **notify the Licensee's Scheme accredited Assessment Agency in writing (at the earliest practical opportunity) of any changes that have had (or are reasonably likely to have) a substantive impact upon the Licensee's continuing ability to comply with Scheme criteria and, in particular, any changes which affect:**
  - i) **the organisational structuring of the Licensee's Executive Management and/or other key quality support personnel;**
  - ii) **the legal and/or trading status of the Licensee; and/or**
  - iii) **the location of any previously notified premises, site(s) and/or facilities in which the Licensee's management and/or administrative activities are normatively conducted.**

**3.3.7 Scheme accredited Assessment Agencies shall:**

**3.3.7.1 preserve the confidentiality of all data relative to each and every Licensee with the exception of:**

- a) **any data which a Licensee has expressly authorised for release to specifically identified Third parties and/or for public domain purposes;**

b) any data that is or shall become publicly available or otherwise becomes part of the public domain;

c) any data that is required to be disclosed by law.

**3.3.7.2** (Within 21 days of the known existence thereof) notify the relevant Licensee of any observed and/or reported non-compliance with Scheme criteria and simultaneously notify the relevant Licensee of all preventative and/or corrective action required to be undertaken in respect thereof within specifically expressed time restrictions.

**3.3.7.3** submit optimally prior notification to all relevant Licensees of any intended changes in Scheme criteria.

**3.3.7.4** conduct on-site monitoring activities only in the event of any reported and/or observed substantive breach and/or substantive non-compliance with Scheme criteria and then only in strict accordance with such verification procedures and/or processes as the relevant Assessment Agency's Chief or other Executive Officer shall deem individually and operationally appropriate.

#### **3.4 DEFAULT AND REVOCATION RULES:**

**3.4.1** Whenever a Licensee shall be considered by an operationally relevant and Scheme accredited Assessment Agency to be in serious breach of Scheme criteria the relevant Assessment Agency shall require the defaulting Licensee to immediately discontinue use of the Licensee variant of the Scheme Symbol and/or immediately cease all or any claim to Scheme licensing rights until such time (if any) as the relevant Assessment Agency is again satisfied that the relevant Licensee is capable of achieving acceptable levels of compliance with Scheme criteria.

**3.4.2** In any of the following circumstances an operationally relevant and Scheme accredited Assessment Agency shall be at liberty to revoke (with immediate effect) or refuse to renew a Scheme Licence:

a) failure by a Licensee to be in concurrently adequate compliance with Scheme criteria;

b) the appointment by or on behalf of a Licensee of a Receiver or the making of any arrangements or compositions with creditors or the entry into liquidation whether compulsory or not (Save for the purposes of reconstruction or amalgamation) or, as the case may be, bankruptcy; and/or

c) the conviction of any Licensee (operating in the Licensee's Scheme licensed name, style or title) and/or the conviction of any member(s) of any Licensee's Executive/Senior Management in respect of any offence (be it caused by way of an act of commission or omission) that is likely (in the absolute opinion of the Chief or other Senior Executive Officer of the relevant Assessment Agency) to discredit the reputation or integrity of the Licensing Authority and/or the Scheme.

### **3.5 NOTIFICATION RULES:**

Any notice requiring service under any of the provisions of Scheme criteria shall be:

- a) in writing and be signed by or on authorised behalf of the party issuing the same;
- b) left at or sent (by prepaid recorded delivery) to the last known address (or registered office) of the intended recipient;
- c) deemed (in the absence of contrary proof) to have been received by the addressee within the ordinary course of post; and
- d) deemed (in the absence of contrary proof) to have been properly addressed and posted.

### **3.6 LICENSEE SCHEME SYMBOL RULES:**

**3.6.1. For the initial, on-going and optimum avoidance of doubt, the Licensee Scheme Symbol SHALL NOT (UNDER ANY CIRCUMSTANCES) BE USED in direct or indirect association and/or conjunction with any words, expressions, text and/or graphic display(s) which:**

- a) expressly state and/or imply and/or infer that the Licensee variant of the Scheme Symbol and/or the Scheme and/or Scheme criteria are equivalent to or are in any other way comparable to and/or are an acceptable alternative to any other format of Management /Management System capability assessment criteria and/or any other category or style of Management/Management System capability assessment/certification/registration and/or Licensing scheme(s) and/or programme(s); and/or
- b) expressly state and/or imply and/or infer that ANY PRODUCTS and/or SERVICES offered by a Licensee are themselves IN ANY WAY OR MANNER assessed, certificated, approved, endorsed and/or Licensed either by the Regulatory Authority and/or any Scheme accredited Assessment Agency and/or Scheme criteria.

**3.6.2 The Licensee variant of the Scheme Symbol shall not be displayed or otherwise used in or on any literature, specifications, labels, notices, Bills of Lading and/or any other documents, data and/or materials which have been expressly designed or are intended to be physically affixed to and/or to normatively accompany and/or to package or otherwise enclose any type of raw materials or any wholly or partially completed manufactured product(s) and/or the physical undertaking or operational delivery of any type of industrial, trade, general and/or specialist professional, commercial and/or domestic services and/or any other category of domestic and/or business support service(s).**

**3.6.3 The Licensee variant of the Scheme Symbol may only be displayed:**

- a) on stationary (including letter headings and other normative communication pro formas) and/or advertisements and/or marketing and/or other promotional literature which does not conflict with Scheme criteria;

**b) in direct association with a Licensee's Scheme Licensed trading name, style or title and/or Scheme recognised scope of trading activities;**

**c) in direct conjunction with the unique Licence number allocated by a Licensee's operationally relevant Assessment Agency and in the location and manner illustrated in Regulation 3.2.**

**3.7.3 A Licensee may only reproduce the Licensee variant of the Scheme Symbol:**

**a) in a format that is uniformly proportional to the design illustrated in Regulation 3.2 and where such design (excluding a Licensee's unique Licence number) shall also be not less than 25mm in height;**

**b) in the English language design illustrated in Regulation 3.2 and accompanied by the Licensee's unique Licensing Identification Number also displayed in a Scheme approved combination of English language lettering and Arabic numbered characters;**

**c) in a single colour; and**

**d) in strict compliance with any additional Regulations as the Regulatory Authority may publish and/or stipulate from time to time regarding the specific minimal dimensions and/or location of the Licensee variant of the Scheme Symbol.**