

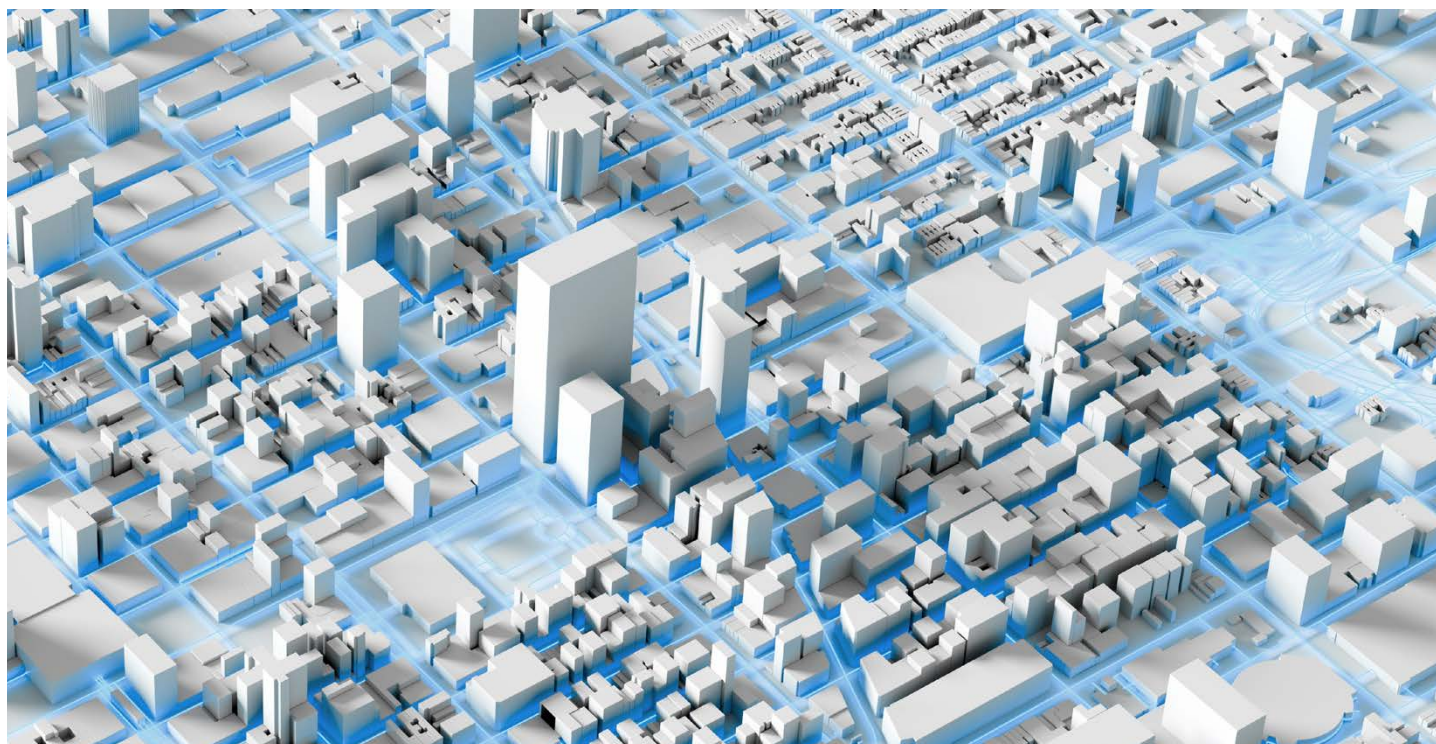


GENERAL INSTRUCTIONS FOR USE OF THE CERTIFICATION MARKS

VERSION: MAY 2022

AENOR

www.aenor.com



Marks are the property of AENOR, having been registered as "Marks" with the Spanish Patent and Trademark Office.

Certification Marks demonstrate that the organisation or product to which they have been awarded has been registered with AENOR for the activities indicated in the relevant certificate.

Only customers with AENOR certificates in force are authorised to use the mark.

The certification Marks may not be used after the expiry of the certificate authorising its use, if AENOR announces the temporary suspension or withdrawal of the certificate, or when the customer voluntarily renounces its certificate.

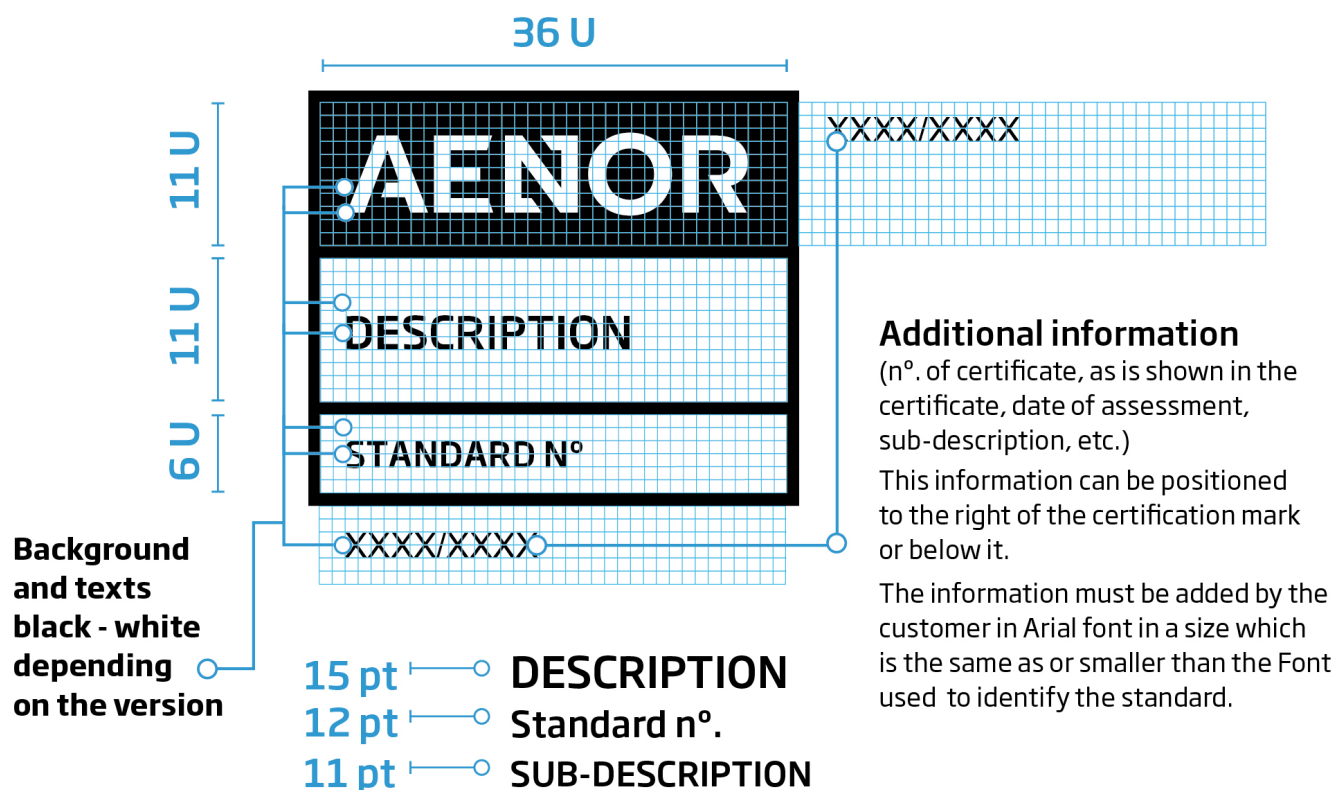
AENOR certification Mark comprise 3 modules:

1. Reserved for the AENOR logo
2. Used to show the level of compliance of the standard, the description and/or the process
3. The standard(s) certified

Outside the certification mark, we may include additional information (certificate no., evaluation date, sub-description, etc.) if necessary.

This information can be placed to the right of the certification mark or below it.

Typeface:
Soho Gothic Pro



Use of colour

In order to maximise visibility of outlines and contrast and to facilitate reading, there are two versions of the certification marks: a positive version of the certification mark that can be used for application on light-coloured backgrounds; and a reverse version for use on dark-coloured backgrounds.

Exceptionally, and with the **prior agreement of AENOR's Brand and Communication Department** the following exceptions may be granted:

1) Transparent background for certification marks. It is possible to use a transparent background in modules 2 and 3 in cases where the application of the certification mark with a black or white background seriously affects its integration with the general aesthetics of the medium.

In any case, and without exception, the "AENOR" logo identifier will always be displayed in black or white."

2) Use of colours other than black and white in the reproduction of the certification marks. This is permitted in extraordinary circumstances where, for environmental reasons, one or two inks of a color other than white or black are used. In these cases, the certification marks will be reproduced in the darkest tone possible with the aim of making the technical aspects compatible with the legibility of the markings.

POSITIVE



REVERSE



TRANSPARENT

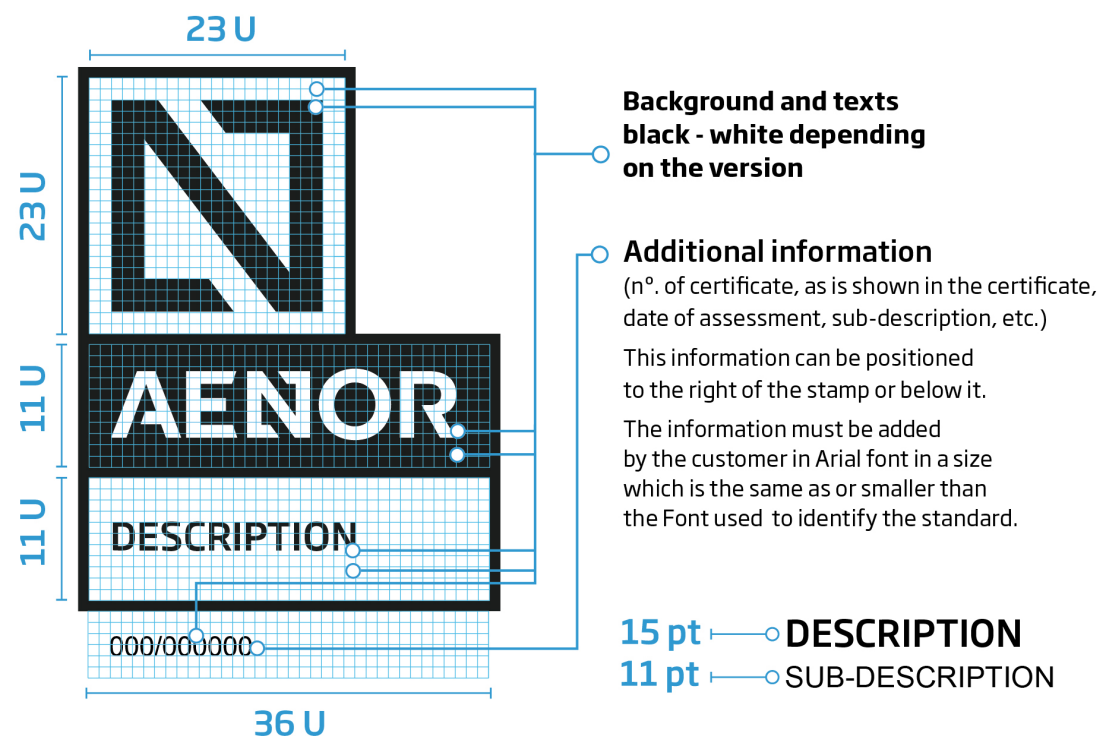


The vertical version of the AENOR N certification mark is the main version. As in the case of the AENOR Mark certification marks, it comprises these modules:

1. For the N identifier
2. Reserved for the AENOR logo
3. For the descriptor

If necessary, additional information can be positioned outside the certification mark (date, traceability, etc.).

Typeface:
Soho Gothic Pro



This would be an example of the **general configuration of the AENOR N certification mark**, with all the possible modules, providing the most complete information, which does not mean that all of them must be used. The use of any additional, more specific information that the customer voluntarily wishes to include, such as the content of the sub-description must be confirmed in the specific regulations for each product. In the event of size limitations, the certification mark can be reproduced including only modules 1 and 2.

Use of the N Mark alone on a product

As a general rule, the use of the AENOR N certification mark alone on a product will consist of the N identifier and a space for the AENOR logo, as shown in the image on the right.

Minimum sizes:

The minimum size allowed will be with a 5 mm baseline. When we have to apply the AENOR N certification mark on very small surfaces, such as cables, we can dispense with the modules and apply the certification mark in horizontal format, respecting the proportions shown on this page.

USE OF THE N MARK ALONE ON A PRODUCT



EXCEPTION FOR VERY SMALL AREAS WHERE INCLUSION OF FIGURES OR IMAGES IS NOT POSSIBLE.

To calculate the distance between the logo and the standard, we take the N as a unit of measurement.



AENOR UNE EN 13748-2 11/2018 001/705

Use of colour

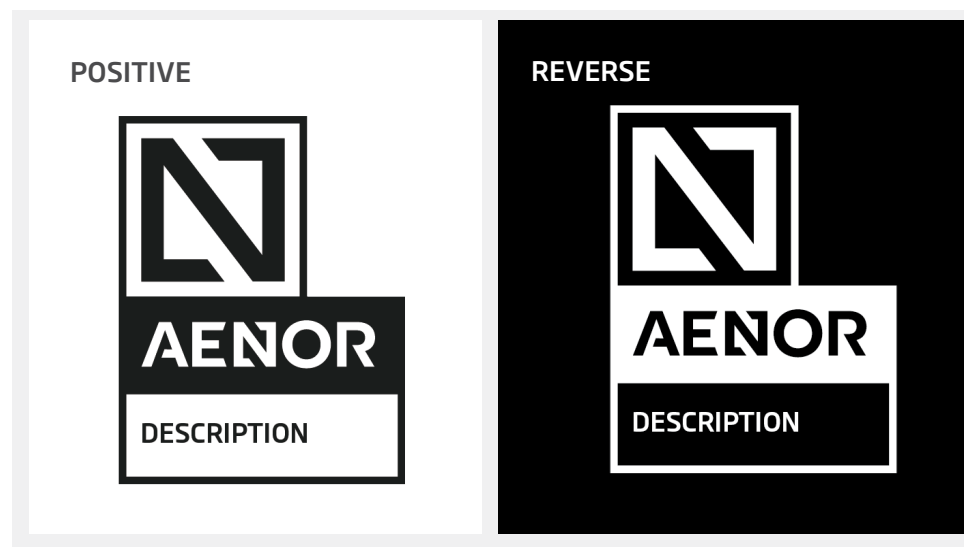
In order to maximise visibility of outlines and contrast and to facilitate reading, there are two versions of the certification marks: a positive version of the certification mark that can be used for application on light-coloured backgrounds; and a reverse version for use on dark-coloured backgrounds.

Exceptionally, and with the **prior agreement of AENOR's Brand and Communication Department** the following exceptions may be granted:

1) Transparent background for certification marks. It is possible to use a transparent background in modules 1 and 3 in cases where the application of the certification mark with a black or white background seriously affects its integration with the general aesthetics of the medium.

In any case, and without exception, the "AENOR" logo and the "N" identifier will always be displayed in black or white."

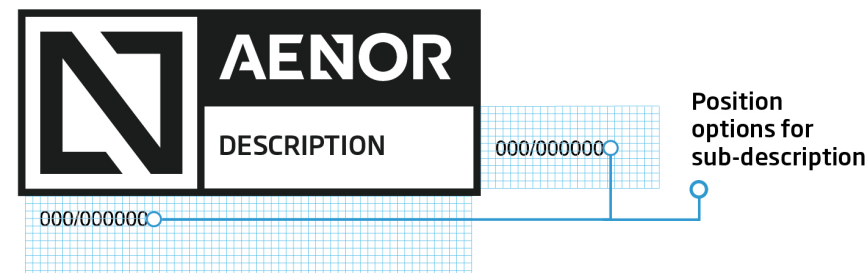
2) Use of colours other than black and white in the reproduction of the certification mark. This is permitted in extraordinary circumstances where, for environmental reasons, one or two inks of a color other than white or black are used. In these cases, the certification mark will be reproduced in the darkest tone possible with the aim of making the technical aspects compatible with the legibility of the markings.



Horizontal version

There is one horizontal and one extended horizontal version of the AENOR N certification mark, for use on occasions when, because of the format of the space on which we need to apply it, we cannot use the vertical version.

The layout guidelines for these certification marks are the same as for the AENOR N vertical certification mark.



EXAMPLES OF INCORRECT USE

The certification mark must appear in its entirety on all communication materials and must not be modified under any circumstances.

For guidance, the applications illustrated are incorrect and should be avoided.



- Certification mark deformed



- Effects application



- Use of old certification marks



- Use of special effects



- Backgrounds making correct reading of the certification mark difficult



- Wrong typeface



- Gradients



APPENDIX 1

If the use of the certification mark is the result of the certification of a management system complying with certain standards and these standards do not establish specifications for the products and services of the organisations certified, the use of these marks must not lead to confusion about the possible certification of products or services. Consequently, as a general rule, the certification marks may not be reproduced directly on products/ services or on sales units.

- A sales unit is understood as the batch or smaller unitary group in which the product is packed, wrapped, etc., for delivery to the customer.
- The certification marks may, however, be placed on secondary packaging that is not to be used as packaging for sales units (secondary packaging is understood as that which contains the primary sales units and is used to protect them and to facilitate their handling).



EXAMPLES: Tinned food

A company produces and sells tinned food; the sales unit may be one tin (in a cardboard box) or a pack containing several tins. The company sometimes delivers its products in cardboard boxes that contain the tins or packs.

The certification marks should not be printed on the tins or the packs. They may, however, be reproduced on the boxes that contain them, which are designed to protect the product or facilitate its transport.

Cereal boxes

Cereals are packed in a plastic bag, which, in turn, is packed in a cardboard box. One of the cereals in the company's catalogue is also sold with a small leaflet stuck to the package, describing the properties of the product.

On an industrial scale, it delivers large boxes containing 250 of the packets

mentioned above. For some export customers the cereal is shipped in bulk in 1,000 kg sacks (big bag).

The certification marks cannot be printed on the plastic bags, the individual packages or the aforementioned leaflets. They can be printed on the boxes of 250 packages. They cannot be printed on the big bag.

SERVICE COMPANIES

Certified organisations, such as engineering firms, consultancies, auditors, analytical laboratories, video and photography services, diagnostic imaging services, etc., whose "product" is a document, whether a hard or digital copy (certificates, analyses or test reports, plans, inspection reports, photographs, X-rays, etc.), may not reproduce the certification mark on those documents, as they are considered to be their product.

As an exception to the above, the certification mark may be printed on products or sales units if the following conditions are met:

- The product is certified with one of the AENOR product marks, respecting the conditions of use for said mark, and is produced in a centre covered by the relevant management system certificate.
- The System Certification Mark is positioned together with that for Product Certification and is the same size or smaller.

When the certificate refers to a service, certification marks must not be directly associated with products in such a way that it may suggest that the products themselves have been certified. Furthermore marks must be associated with the name of the customer and the service to which they apply.

With regard to the AENOR N certification Mark, its application is voluntary but,

in case it has been awarded, its use is compulsory for all production of the items to which it has been awarded

The customer must submit information about all the documents and places where the certification marks are to be used to AENOR or the Committee for approval.

PRODUCTS FOR ANAB ACCREDITED CERTIFICATES

In cases where the management system certificate (quality and environment) is issued in accordance with ANAB (American National Accreditation Body) accreditation, the following guidelines will apply:

- The Management Systems Mark may not be used on the product, or on the packaging of the product in any case, or in any way that may be interpreted as an indication of the compliance of the product.

- The packaging may, however, include a declaration stating that the customer has a certified management system, packaging being considered as packing materials that can be removed without the product coming apart or being damaged.
- This statement must in no way imply that the product, process or service is certified, and will include the following information:
 - The identification (e.g. brand or name) of the certified customer;
 - The type of management system (e.g. quality, environmental) and the standard applicable; and
 - The name of AENOR as the certification body issuing the certificate.
- The ANAB Accreditation Symbol shall be reproduced on a background that will not impede readability:
 - a. In black or blue (PMS 286 or equivalent)

lent) and red (PMS 485 or equivalent) on a white or light colored background, or white on a dark-colored background; b. In a size that makes all features of the symbol clearly distinguishable; and c. Without distortion to its dimensions.

Example:

"The xxxxxx organisation/company has implemented a Quality Management System, in accordance with the UNE-EN ISO 9001:2015 standard, certified by AENOR".

"The xxxxxx organisation/company holds a certificate issued by AENOR for its Quality Management System in accordance with International Standard ISO 9001:2015"



The certification mark may be reproduced on printed matter, advertising brochures, catalogues, delivery notes, business cards, invoices, letters, faxes, etc., provided that it is associated with the name of the certified organisation and no reference is made to products, services or addresses not included in the scope of the certification, unless those that are covered by the certificate are identified unequivocally.

The certification mark should always appear associated with the name of the certified organisation exactly as it appears on the certificate, in such a way that they form a single graphic group.

If the certified organisation is not the whole company, but only part of it (for example, a department that provides internal services), in principle the certification mark may only be used on the organisation's internal documents

for the exclusive use of the certified department. Any type of external use must be specially authorised by AENOR.

In the case of organisations that only have a management system certified for part of their operations or products, the certification mark may not be reproduced without restrictions on documents relating to activities or products that are not included within the scope of the certificate. For example, the mark may not be included in an invoice, special offer or catalogue that includes products or services not covered by the scope of the certificate. In such cases it must only be reproduced in connection with the certified activity, its scope being included together with the logo.

Similarly to the above, in the case of organisations that have certified their management system only in some of their workplaces, the certification mark may not be reproduced without

restriction on documents relating to all their workplaces or to specific workplaces not included in the scope of the certificate.

For example, the certification mark may not be reproduced in a catalogue that refers to all the company's production sites. In such cases the mark may only be reproduced in association with the sites certified.

In short, in any case in which the above limitations apply, documents on which the mark appears must clearly identify the products, services or workplaces that are included and not included in the scope of the certificate, in order to avoid any misinterpretation.

VEHICLES

In general, management system marks may be reproduced on vehicles for transportation, lorries, machinery and other vehicles, in line with the general principle that they must always be associated with the name of the certified organisation.

However, if the vehicle bears any other type of advertising or information about the centres, products or services of the organisation, the provisions of the previous point must be complied with, in order to ensure that incorrect information is not conveyed regarding the products, services or centres that are within or outside the scope of the certificate.

Obviously, as can be deduced directly from the above, the manufacturer of the vehicle, machinery or lorry may not reproduce the mark on them, as in this case it would be on their product.



ADVERTISING POSTERS

In general the marks may be reproduced on advertising posters, following the general guideline that they should always be associated with the name of the certified organisation (as it appears on the certificate). However, if the poster includes other types of publicity or information about the organisation's centres, products or services, the provisions of the previous point must be complied with, in order to ensure that incorrect information is not conveyed regarding the products, services or centres that are within or outside the scope of the certificate.

BUILDINGS, FAÇADES AND DISPLAY WINDOWS

In general, the marks may be reproduced on buildings, façades and display windows in the centres included in the scope of the certification, following the general principle that they should always be associated with the name of the certified organisation (as it appears on the certificate).

If the certified organisation is not the whole company, but only part of it (for example, a department that provides internal services), in principle the mark may only be used on the parts of buildings that are used exclusively by the certified department. Any type of use visible from the exterior must be specially authorised by AENOR and must clearly specify the part of the organisation and the activities within the scope of the certificate.

IT SUPPORTS

In general, certification marks can be used on CD-ROMs and websites with similar restrictions to those established for vehicles and advertising posters.

If the CD provides general information about the company's activity and not all its activities and workplaces are certified, the logo must always be accompanied by a specification of the scope (activities and sites) of the certificate. However, the use of the logo is valid without the need to specify the scope, when the CD-ROM provides information about the activity for which certification has been obtained.

If desired, in the case of websites links to the AENOR website may be included, or a link that includes a picture of its certificate.

OTHER USES OF CERTIFICATION MARKS

For any use of the certification marks other than those mentioned in this instruction, prior written authorisation must be obtained from AENOR. Applications for such authorisations must be made through the AENOR specialist responsible for the certification project, an example of the use proposed being provided for consideration.

INCORRECT USE OF THE CERTIFICATION MARK

Use of the certification mark in connection with any of the following is considered improper:

- Uncertified organisations or workplaces or organisations that refer to a scope different from that specified in the certificate.
- Companies whose certificate has been temporarily suspended or permanently withdrawn.
- Products or services that are not certified or that have been produced in places not covered by the certificate.
- Products and services whose certificate has been temporarily suspended or permanently withdrawn.

In these cases the measures envisaged in the General Regulations for Certification will be applied.

Only uses of the certification mark other than those specified in this document should be submitted for consideration by the AENOR specialist. In such cases an example of the use planned should be provided for consideration.



APPENDIX 2

Customers may reproduce the IQNet logo in accordance with the instructions given below and only in connection with environmental management, quality management and workplace health and safety systems.

CONDITIONS OF USE FOR THE IQNET MARK

- The mark must be reproduced in association with the customer's name.
- It must be reproduced in association with the certificate number.
- It must make reference to the standard applicable.
- It must be within the scope of the certificate.
- It must be while the certificate is valid.
- It must be used by the customer.
- It must be reproduced without alteration.

- Its size can be increased or decreased as long as the proportions are respected.
- It can be reproduced on documents and advertising media.
- It can be reproduced on general company documents with a clear description of the scope of the certificate, providing the document itself is not the product.
- It cannot be reproduced on products or sales units.
- It must be reproduced without making incorrect use of the name of AENOR.
- It must always be reproduced in association with the corresponding AENOR logo.
- When the IQNet mark is placed next to AENOR's certification marks, the marks must be equal in height and width.



COLOURS

Although it is advisable to reproduce the mark in the colours indicated

BLACK:

Pantone Black C. The whole IQNet logo will appear in black, leaving the words "CERTIFIED MANAGEMENT SYSTEM" in white.



COLOUR:

Blue: Pantone Reflex Blue.
Grey: Pantone Silver (CMYK: black 50%)
As indicated below.

