

Exquisite Certification And Audit Limited

Unit B29 , 7/F, Rykadan Capital Tower, 135 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong.

Tel: 852 2180-6199

Email: info@exquisite-service.com

Website: <https://exquisite-service.com/>

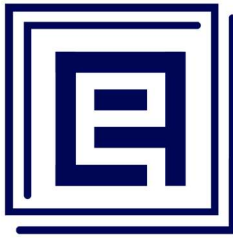
Guideline of Use of ECA Certification Mark and APMG Accreditation Symbol for ISO/IEC 20000-1:2018

1. Introduction

- 1.1 Exquisite Certification and Audit Limited (ECA) is accredited by the APMG International (APMG) and may use the APMG accreditation symbols for our accreditation and claim our accreditation status are satisfied.
- 1.2 A company certified by ECA ("certified client") may use the ECA Certification Mark.
- 1.3 Certified clients shall use the ECA Certification Mark in accordance with this guideline.
- 1.4 The use of ECA Certification Mark by certified clients is voluntary.

2. General conditions on the use of ECA Certification Mark

- 2.1 A certified client may use the ECA Certification Mark. This use is limited to its stationery, literature and advertisements and the conditions governing the use of the ECA Certification Mark.
- 2.2 Certified clients shall not use ECA Certification Mark in such a manner as to bring ECA or APMG into disrepute and lose public trust, they shall not make any statement relevant to ECA Certification under APMG accreditation which ECA or APMG may reasonably consider to be misleading.
- 2.3 There shall be no ambiguity in the ECA Certification Mark or accompanying text, as to what has been certified. Certified clients shall be monitored and audited on their use of ECA Certification Mark to ensure the conditions governing the use of the ECA Certification Mark are complied.
- 2.4 A certified client shall not use the APMG accreditation symbol.
- 2.5 Certified clients shall not use ECA Certification Mark on its products or packaging of the products or associated documentation or certificates or in any way that may be interpreted as denoting product conformity.
- 2.6 When a certified client uses an ECA Certification Mark, it shall:



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- (a) include its own name or logo;
- (b) The certification number assigned to the client shall be placed immediately underneath the ECA Certification Mark as illustrated in Figure 1- Figure 2.

Figure 1



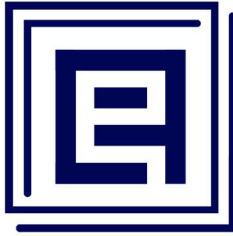
Figure 2



ISO/IEC20000-1:2018
Certificate No.: ECA-CB-yyyymmxxx

Remarks: yyyy = year of certificate issued
mm = month of certificate issued
xxx = Serial Number

- 2.7 Electronic reproduction of ECA Certification Mark in electronic formats are permitted, provided that the requirements of this Guidelines are met. When processing or converting the computer files of the ECA Certification Mark, degradation and distortion of the ECA certification mark are not allowed.



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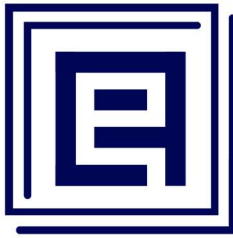
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- 2.8 A certified client is not allowed to use any APMG accreditation symbol or claim APMG accreditation.
- 2.9 A client with its certification suspended or terminated by ECA shall forthwith stop using the relevant ECA Certification Mark.

3. Misuse of ECA Certification Mark and APMG accreditation symbols

- 3.1 APMG will take all necessary actions against any organisations or individuals who misuse any APMG accreditation symbols or incorrectly claim any accreditation status under APMG. Those actions may include suspension or termination of accreditation and legal sanction.
- 3.2 ECA will also take action to deal with incorrect references to certification status or misleading use of certification documents, certification marks or audit reports. Such action could include requests for correction and corrective action, suspension, withdrawal of certification, publication of transgression and, if necessary, legal action.
- 3.3 ECA Certification Mark with reference to its management system certification shall not be misused to imply ECA has certified a product/service or process, or in any other misleading manner.
- 3.4 ECA Certification Mark shall not be used to imply that the certification applies to activities and sites that are outside the scope of certification.



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4. Use of certification statement on product, product packaging or in accompanying information and in communication media

The table provides some guidance on the use of certification statement:

	On Product *1	Product package or accompanying information *2	On vehicles or permanent structures such as buildings for advertisement	Communication media such as the internet, brochures or advertising
Use of Certification statement *3	Not allowed	Not Allowed	Allowed	Allowed

*1. This could be a tangible product itself. Labels or identification plates are considered as part of the product. In case of testing / analyzing activities, the product could be test / analysis report or certificate of conformity or certificate of training or achievement.

*2. Product packaging includes secondary or primary or in such a manner as to imply that any individual product has been approved.

*3. A certification statement in words alone does not constitute a certification mark. Any such wording should be true and not misleading. The certified client should clearly identify their name, type of management system and applicable standards and name of the certification body (ECA).

An example of statement: "This product is manufactured by XXXXX Company under ISO/IEC 20000-1:2018 Information Technology Service Management System certified as being in conformity by Exquisite Certification and Audit Limited."