

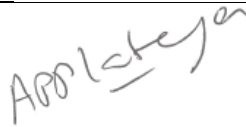




Document title	<i>Policy on use of SafeCare Certificate and Logo</i>		
Documents	<i>QA-CER-005</i>	Effective date	<i>15-06-2023</i>
Document type	<i>Policy</i>	Version	<i>1.1</i>
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-Document Approval

Title/Department	Name	Signature	Date
Author	Theresia Mbithe Mumo		23-01-2021
Reviewer	Theresia Mbithe Mumo		15-06-2023
Approver	Annedien Plantenga		15-06-2023

Document History

Version	Date	Summary of the changes
1.0	23-01-2021	
1.1	15-06-2023	Reviewed, no changes apart from updated logo



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1. Purpose

This policy sets out the rules for proper use of SafeCare certificate, brand and logo provided by PharmAccess.

2. Scope

This policy applies to all imprints of the PharmAccess and SafeCare logos or other images that identify the brands unless explicitly granted for the intended use. This policy applies to electronic, print and other images media.

3. Responsibilities

- 2.1 Certified clients shall be responsible for the proper use of the SafeCare brand, certificate, and logo in their organization.
- 2.2 PharmAccess shall provide the correct design, dimensions, and pantone colors of the SafeCare brand and logo. The design, dimensions and colors cannot be altered by the organization.
- 2.3 PharmAccess assessors shall be responsible for verifying, at each visit that certified clients use certificates and certification marks according to these rules and the certification contract.
- 2.4 The Director SafeCare is responsible for ensuring that use of the marks is monitored on a regular basis and for enforcing this policy.

4. Related documents

- SafeCare Brand Guidelines



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5. Rules and processes

5.1. Use of certificates

- 5.1.1 The use of the certificate is restricted to the scope of certification and the period of validity of the certification and the current normative standard.
- 5.1.2 The Certificate and contract are specific to the organization to which they have been issued, and the Client shall not transfer any right nor give permission to a third party to use the Certificate.
- 5.1.3 The client may photocopy or scan their current Certificate for publicity purposes and as evidence of their certification. Photocopies or electronic copies may be in full color.
- 5.1.4 The certificate and all copies thereof always remain the property of PharmAccess and remains valid within the certification period.

5.2. Use of the certification logo

- 5.2.1 Organizations assessed are permitted to use the SafeCare logo with transparency of attained SafeCare level on their communication items.
- 5.2.2 The certified client may display the certification logo:
 - a) On letterheads and stationery
 - b) In advertising or promotional material
 - c) On a panel or signpost that identifies client's premises or the nature of the client's business



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- 5.2.3 PharmAccess does not allow the use of any certification statement on product packaging or in accompanying information that the certified client is SafeCare certified
- 5.2.4 The use of the SafeCare Logo on publicity material is subject to the certified organization identifying the specific areas for which it is certified, and ensuring that the certification is not implied for non-certified activities
- 5.2.5 The right to use the SafeCare certification logo by the organization cannot be assigned to or acquired by any other person, entity, or corporation (including through a change of ownership of the organization) without PharmAccess prior written consent.
- 5.2.6 Upon a change of the scope of certification, the client shall amend all advertising material referring to its certification to properly reflect the scope.
- 5.2.7 Upon suspension, termination and annulment of its certification, the client shall discontinue its use of all advertising material that contains a reference to certification, as directed by PharmAccess
- 5.2.8 The client shall not redesign the SafeCare certification mark and shall only enlarge or reduce it proportionately as per the SafeCare branding guidelines provided
- 5.2.9 The use of the SafeCare logo is restricted to the period of validity of the certification and the current normative standard.

5.3. Making reference to the Certification

- 5.3.1 The certified organization shall only claim that it's holding a certification in respect of the capability which is the subject of the certification, and which relates to the processes in accordance with the certification requirements.
- 5.3.2 Where the certified organization wishes to make reference to its SafeCare certification without using the Logo, it shall without variation follow the branding guidelines.



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6. Dealing with incorrect use of Certification and Logo

- 6.1. PharmAccess shall take appropriate action to deal with incorrect use of the SafeCare Certification and Logo or reference to the certification. The action(s) may include:
- a) Request for corrective actions
 - b) Suspension/termination of certification, in case of certified organizations
 - c) Publication of transgression; and if necessary legal action

7. Additional information

- 7.1. For questions as to whether proposed use of the SafeCare certification marks on an advertisement, brochure or other promotional material is in conformity with these guidelines, a sample may be sent to PharmAccess for review.
- 7.2. For the use of the certification mark on electronic documentation (i.e., websites), the same rules as stated in these guidelines apply.