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Sustainability requirements for office and non-domestic furniture for indoor use

FEMB CAS Document

Edition 2023

Note: This Document is basis of the level certification

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1 General Information

1.1 Overview

"Sustainability requirements for office and non-domestic furniture for indoor use" is the multi-attribute sustainability standard and the basis for the third-party certification programme "level". It has been introduced by FEMB, the European Federation of Office Furniture, the European Federation for office furniture Associations and their members who are manufacturers and suppliers. "level" is the certification mark system for products compliant to this standard.

All products which are intended for bearing the level certification mark have to be assessed for conformance with this FEMB Standard by an accredited third-party product certification body:

Sustainability requirements for office and non-domestic furniture for indoor use.

Product certification bodies will certify that products conform to the Standard and authorize the use of the level certification mark in conjunction with the certified product.

The complete Conformity Assessment Scheme (CAS) consists of these documents:

	Title	Abbreviation	issued by	Date of issue
FEMB CAS Document Set (CASDS)	FEMB Standard "Sustainability requirements for office and non-domestic furniture for indoor use"	FEMB Standard or Standard	FEMB	2023-03-15
	FEMB Guidance Manual	FEMB GM	FEMB	current version
	FEMB CAS Requirements (this document)	FEMB CASR	FEMB	2022-03-15
	FEMB Brand Manual	FEMB BM	FEMB	2023
	FEMB Technical Documents	FEMB TD	FEMB	various

When talking about the whole set of documents, the term "FEMB CAS Document Set" or the abbreviation CASDS is used.

FEMB reserves the right to amend these rules of procedure which may include amending any document of the FEMB CAS Document Set.

1.2 Definitions and abbreviations

For the purpose of the FEMB CAS Documents the following definitions and abbreviations are used:

Topic / Abbreviation	**Explanation**
FEMB	European Office Furniture Federation
level	Name of the third-party sustainability certification programme for furniture. Formally it refers to the European “level” mark, registered by Industrieverband Büro und Arbeitswelt e.V. (IBA) on behalf of FEMB.
EA	European co-operation for Accreditation
DAkkS	German Accreditation Body
National Accreditation bodies	Accreditation bodies working under ISO 17011 and nationally authorized to accredit CABs, including National Accreditation Bodies, which have been established under the EU-Regulation 765/2008 and which have agreements with EA in the field of product certification. Examples (not exhaustive): Akkreditierung Austria, ANAB, Cofrac, DAkkS, ENAC
Regulation No 765/2008	REGULATION (EC) No 765/2008 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 9 July 2008 setting out the requirements for accreditation and market surveillance relating to the marketing of products and repealing Regulation (EEC) No 339/93
CAS	Conformity Assessment Scheme

1.3 Roles and functions within the level-system

FEMB provides and maintains the FEMB Standard and it is the Scheme Owner. The FEMB Standard is a Conformity Assessment Scheme (CAS) which is appropriate and accepted by European Accreditation (EA) MLA regulations Level 4.

Manufacturers develop products meeting the FEMB Standard and promote and distribute them to customers. As an accredited European Standard, the FEMB Standard is available for third party conformance claims. Only licensed and accredited third-party certification bodies can authorize the use of the level certification mark following an evaluation of the products and processes of an applicant's products relative to the requirements of the FEMB Standard. Following are the roles anticipated for each party.

FEMB:

- sponsors level certification program
- promotes the level certification mark
- updates stakeholders on the program
- updates the set of CAS Documents (CASDS)
- licenses application of the certification mark to certification bodies
- maintains a web registry of labelled products
- and monitors usage of the level program certification mark

European Accreditation in conjunction with one Home Accreditation Body:

- checks the FEMB CAS Documents and accepts them as a Conformity Assessment Scheme which can be used for the accreditation of certification bodies.
- National accreditation bodies accredit certification bodies against ISO 17065 for product certification

Certification bodies:

- operate and maintain certification programs that meet FEMB CASDS criteria
- operate according to ISO 17065 requirements for the purpose of the level certification scheme
- evaluate products and processes to the FEMB Standard
- promote level awareness
- notify FEMB with the list of registered products and with information about the usage of the level program certification mark

Manufacturers (companies that produce products that meet FEMB Standard):

- design and produce products certified to level criteria
- advertise and promote level labelled products.

For continuous improvement of the FEMB CAS the FEMB may request any helpful information from certification bodies and manufacturers. This information has to be treated confidentially and shall only be used for the intended purpose.

1.4 References to other documents with regard to the FEMB CAS

No.	Title	Date	Editor	Language
71 SD 0 016	Aufnahme neuer Akkreditierungsaktivitäten und Konformitätsbewertungsprogramme	27.11.2018	DAkkS	German
71 SD 0 013	Festlegungen für die Anwendung der DIN EN ISO/IEC 17065 bei der Akkreditierung von Stellen, die Produkte, Prozesse und Dienstleistungen zertifizieren	04.12.2014	DAkkS	German
EA-1/22 A-AB:2020	EA Procedure and Criteria for the Evaluation of Conformity Assessment Schemes by EA Accreditation Body Members	17.04.2020	EA	English
IAF ID 3	IAF Informative Document for Management of Extraordinary Events or Circumstances Affecting ABs, CABs and Certified Organizations	08.11.2011	IAF	English

2 Product Certification Scheme

2.1 Overview

FEMB provides and maintains the level certification program and develops standards to define and measure the sustainable attributes of furniture products. FEMB requires all products bearing the level certification mark to be assessed for conformance to the FEMB Standard by a recognized third-party product certification body.

The international criteria for the accreditation of product certification bodies operating product certification programs (tangible products, processes, and services) are detailed in ISO/IEC 17065.

Accredited product certification bodies will certify products that conform to the Standard and authorize the use of the level certification mark in conjunction with the certified product.

Figure 1 illustrates key elements of this product certification process and the relationships between FEMB, the accreditation organisation, the product certification body and the applicant.

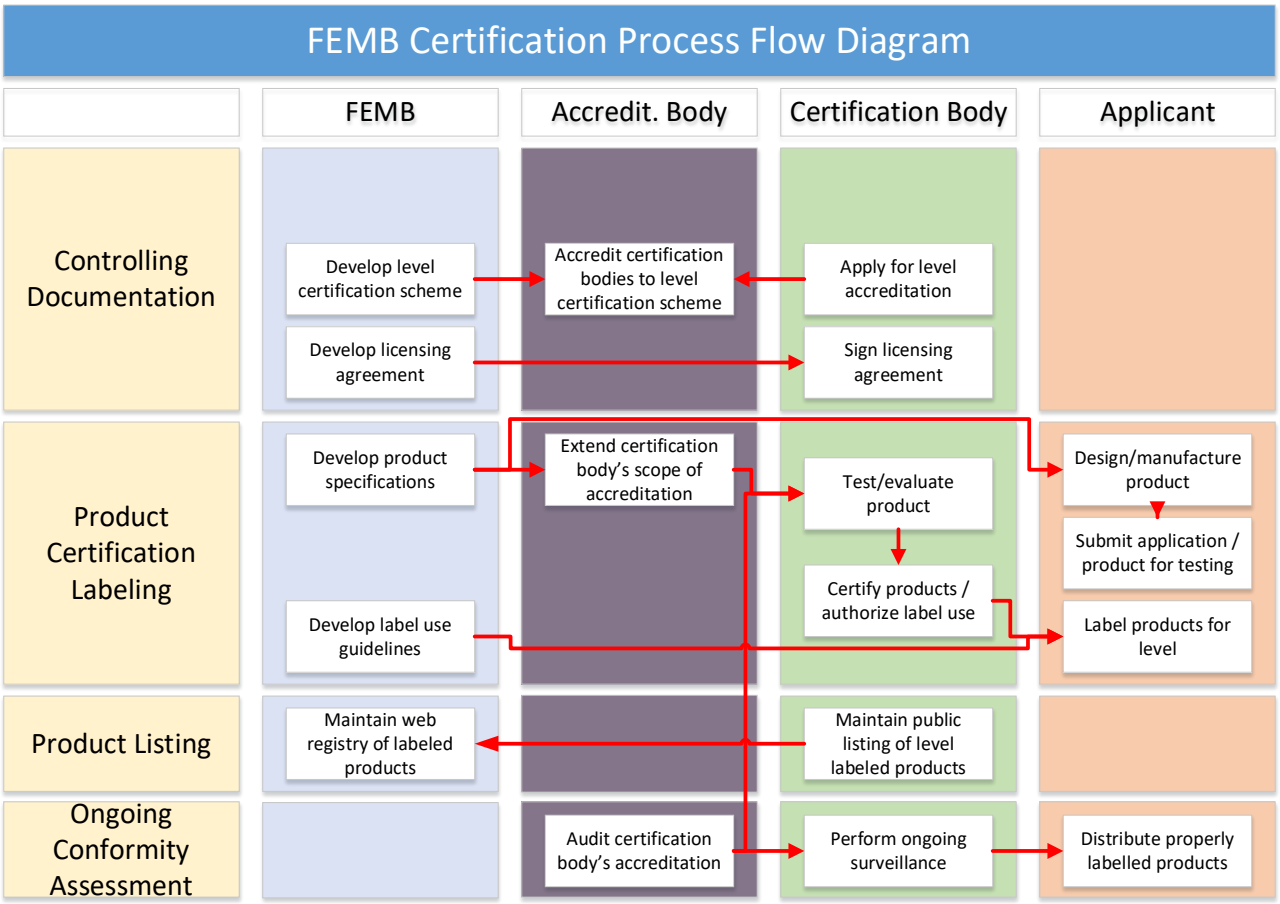

Figure 1

Additionally, the Accreditation Body checks the whole CAS in case of changes.

The requirements of this level certification scheme which are applicable to the product certification bodies and which are applicable to manufacturers are defined in this document.

Certification by a product certification body is not a statement that the product certification body guarantees the efficiency and performance of a level labelled product.

It is also not a guarantee that all of the aspects of the FEMB Standard are being met or will continue to be met, at all times. The certification and labelling of a product for level is a statement that the applicant's products have been produced in accordance with the FEMB Standard, and that the validation and verification of conformance to the FEMB Standard has been evaluated and determined to meet the necessary requirements by a recognized third-party certification body.

2.2 Scope of certification

The FEMB CAS specifies the minimum requirements that product certification bodies shall observe when operating a third-party verification of product conformance program to the FEMB Standard and authorizing the use of the level certification mark.

Compliance with ISO/IEC 17065 requirements in all parts of the scheme is mandatory.

This FEMB CAS Document, with respect to the certification and labelling of products for level**,** shall be read in conjunction with ISO/IEC 17065. Where there is conflict between ISO/IEC 17065 and the level certification scheme, the ISO/IEC 17065 will take precedence.

Based on ISO/IEC 17065 this document provides guidance to satisfy the requirements implicit in the certification of products for level and provides the basis for consistent application of level certification by product certification bodies.

The scope of certification according to 3.10 of ISO/IEC 17065 has to be documented. This is the identification of

- the product for which the certification is granted,
- the FEMB CAS Document Set as the applicable certification scheme
- the FEMB Standard as the standard to which it is judged that the product complies, including the date of publication.

The product(s) for which the certification is granted shall be identifiable uniquely. In general, this data is mandatory:

- name of the product
- identification of the product certified and the model or type number, or model family with specific configuration, if necessary
- provider (manufacturer)

Manufacturer and certification body make use of Chapter 4 of the FEMB Standard.

2.3 Released version

All level applications and resulting certificates shall identify the Standard against which the product was evaluated and certified including the version and date of issue.

2.4 New versions and effective date

New versions of the Standard will not be issued more frequently than every three years. All upcoming changes will be handled by Technical Documents until the release of a new Standard version.

The following phrases determine how to handle the release of a new version of the standard.

Initial Certification	Initial audit shall be performed against that version of the Standard which is actually valid at the date of application, for details see 4.5.
	Case 1 A new version of the Standard has been released after the date of application, and the onsite audit did not yet start. In this case the applicant may choose that their product will be certified against the new version.
Surveillance Audit	Surveillance audits shall be performed in the second year after the last audit, see 4.6 for details
	Case 2 If there has been no release of a new version of the standard, then the surveillance audit has to be performed against the current version (just for clarification).
	Case 3 A new version of the standard has been released after the initial onsite audit and before the surveillance audit takes place. In this case the applicant may choose against which version of the standard the surveillance audit will be performed. Option a) If the surveillance audit is performed against the former version of the standard, then it is mandatory that the following re-certification audit is done against the new version of the Standard.

	Option b) If the surveillance audit is performed against the new version of the Standard, then this audit is a re-certification audit. Audit time has to be recalculated with respect to all changes in the scheme.
Re-Certification Audit	Re-certification audit shall be performed not later than three years after the last audit, for details see 4.7.
	Case 4 If there has been no release of a new version of the Standard, then the re-certification audit has to be performed against the current version (same as case 2, just for clarification).
	Case 5 A new version of the standard has been released after the initial onsite audit and before the surveillance audit took place and the surveillance audit has been performed against the former version of the Standard. (This is the situation of Case 3, Option a), one year later, just for clarification). In this case it is mandatory that the re-certification audit is performed against the new version of the Standard.
	Case 6 A new version of the Standard has been released after the surveillance has taken place and before the re-certification audit takes place. In this case the applicant may choose against which version of the Standard the re-certification audit will be performed. If the re-certification audit is performed against the former version of the Standard, then it its mandatory that the following surveillance audit is done against the new version of the Standard. If the surveillance audit is performed against the new version of the standard, then this audit is a re-certification audit. Audit time has to be recalculated with respect to all changes in the scheme.

2.5 Maximum transition time between two versions and validity of certificates

Maximum transition time between a former and a current version of the standard is three years. This means that all certificates issued to a former version of the FEMB Standard will lose their validity three years after the publication of the new version regardless of the date of issue of certificates.

Products shall be evaluated fully against the selected version of the Standard. Applicants can not "cherry pick" some credits from one version and other credits from another version even if both versions may be "in effect" at the time.

FEMB timely publishes clear information about all relevant dates for this purpose on its website.

2.6 Approved but unpublished changes

Applicants may choose to utilize credit changes that have been approved by the FEMB Technical Committee through Technical Documents, but have not yet been published in a forthcoming version of the Standard. FEMB Technical Committee will maintain an active list of "approved, but not yet published" changes that can be utilized at the discretion of the applicant.

By utilizing approved, but unpublished changes, it is assumed that the applicant will pursue certification to the version of the Standard that these approved changes appear in immediately upon publication.

2.7 Methods for keeping the Standard up-to-date

Materials, technology and regulations are subject to change. FEMB as the scheme owner is therefore responsible to take these changes into account, check them for relevance and, if necessary, perform changes to the whole CAS Document Set.

Step 1: Getting all necessary information

1) All accredited Certification Bodies have to take part at least at one meeting of the Technical Committee per year that is especially assigned for
   a) experience exchange
   b) the discussion of changes in technic or legal framework affecting the Standard and related documents,
   c) the determination of the scope of discretion in certain evaluation points.
2) All FEMB members have to give notice to the General Secretary or chairman of TC of their staff that is member of committees in national or international standard organizations and of other appropriate personnel engaged in subjects related to the scope of the Standard.

3) These persons are requested to notify the chairman of the Technical Committee of all changes in standards, technical or legal framework that they come to know by their participation in standardization or their regular work and that could affect the scope of the Standard. They will be requested to do so regularly by the General Secretary or the Chairman of TC. The planned interval is two times a year and will be adapted to the actual needs.

Step 2: Processing all information

FEMB TC checks all information regarding their relevance for the FEMB Standard. This has to be done by a subgroup which consists in the minimum of one representative of each party: national FEMB member association, manufacturer, certification body. Their correspondence and balloting can be done electronically. Their decision has to be documented showing one of the cases:

1) not relevant for the Standard
2) update for the Standard is necessary, but will take place in next major revision
3) immediate update for the standard is necessary and will be done in developing a mandatory Technical Document which addresses the issues

Reasons for their decision have to be documented.

Step 3: Information about changes

In all cases information is provided to all members of TC. This information can be given in summaries two times a year and be published on www.femb.org.

In case 2) short-term notices about the decision have to be sent out to all members of TC together with an outlook of the planned changes and the timeline.

In case 3) short-term notices about the decision have to be sent out to all members of TC together with the timeline for enacting the Technical Document. Additionally the Accreditation Bodies have to be informed by FEMB TC.

Step 4: Major Revisions of FEMB Standard

Major revisions of the Standard shall be done in intervals of not longer than 5 years. The major revision shall include all mandatory Technical Documents (see case c)) and all other issues (see case b)) which have been released or appeared since last major revision.

Major revisions are prepared by FEMB TC and given into a balloting process which includes all FEMB TC members at the time of balloting.

The balloting process of a major revision can only be done with the voices of minimum 3 manufacturers, 3 certification bodies, 3 representatives of FEMB national member associations, FEMB TC chairman, FEMB Marketing Committee chairman, FEMB Economic Committee chairman, and FEMB President. Each of the attendees has one voice. The decision has to be made with two-thirds majority.

A major revision has to be published on the website, sent out to all stakeholders and sent out to all involved accreditation bodies.

2.8 Technical documents

Especially that information which is subject to change more often than the Standard, the Guidance Manual and the Brand Manual are taken out of these documents and are put into Technical Documents.

This modular way makes the publishing process easier as it does not require to republish the Standard / the Guidance Manual / the Brand Manual in the case e.g. some referenced testing methods or their weblinks have changed.

Technical Documents normative (TDN) will be used which set up requirements that also have to be passed during the assessment.

Technical Documents informative (TDI) will be used which give information, help with interpretations, give guidance, or contain the weblinks to other referenced information.

2.9 References

The following referenced documents are indispensable for the application of this level certification scheme. Undated references indicate that the latest edition of the referenced document applies.

Document	**Title**
FEMB Standard	Sustainability requirements for office and non-domestic furniture for indoor use
FEMB GM	FEMB Guidance Manual
FEMB CAS Document	FEMB Conformity Assessment Scheme (this document)
FEMB Brand Manual	FEMB Mark and License Rules
FEMB Technical Document normative (TDN)	FEMB Technical Committee approved documents that are mandatory requirements
FEMB Technical Document informative (TDI)	FEMB Technical Committee approved documents that are for information purpose only
ISO/IEC 17000	Conformity Assessment – Vocabulary and general principles
ISO/IEC 17011	Conformity Assessment – General requirements for accreditation bodies accrediting conformity assessment bodies
ISO/IEC 17065	Conformity Assessment – Requirements for bodies certifying products, processes and services
ISO/IEC 17067	Conformity Assessment – Fundamentals of product certification and guidelines for product certification schemes

3 Accreditation of Certification Bodies

All interested product certification bodies are required to pursue accreditation through their National Accreditation Body against ISO/IEC 17065 for this CAS.

4 Items for Certification Bodies

4.1 General

The product certification bodies shall comply with the requirements of ISO/IEC 17065.

For the purpose of the FEMB CAS, the certification body shall also comply with the following additional requirements.

This means, that any other topic (e.g. confidentiality, appeals to the product certification body and so on) which is not explicitly addressed in this FEMB CAS is only underlying the rules of ISO/IEC 17065. It is up to the certification body to fulfil these requirements and to demonstrate compliance to the accreditation body.

Upon confirmation of the acceptance of the application, the product certification body shall make the necessary arrangements with the applicant for the certification in accordance with this level certification scheme. The comprehensive review of objective evidence shall include an onsite evaluation.

4.2 Audit planning

For each product which is planned to be certified an audit plan shall be established.

Only an initial audit consists of stage 1 audit und stage 2 audit.

Stage 1 audit consists of preparatory discussion and check of the applicant's documentations. The Certification Body

- is responsible that the minimum required product related points within each level of conformance are not undershot
- calculates the necessary audit time according to TDN 05 “Audit Time”
- confirms the list of applied credits, the maximum achievable sum of points and the resulting audit time to the applicant.

Stage 2 audit consists of the audit of all prerequisites and of the selected credits.

4.3 Audit team qualification

The Certification Body is responsible for competence management and that the audit team satisfies the necessary qualification and capability to verify the fulfilment of all credits in the FEMB Standard. At least one auditor of the team shall provide evidence that he or she has a minimum of 3 years of expertise in furniture manufacturing or furniture testing. If only one auditor conducts the audit, then this person shall provide the required evidence.

4.4 Onsite and offsite evaluation

All audits have to be performed onsite. Irrespective of the evaluation of the product, facility and organisational related credits it is mandatory that a proper onsite evaluation is done during each audit.

Surveillance audits may be performed offsite if the Certification Body

- has collected documentation on all relevant changes in product, facility and organization since the foregoing audit; and
- can reliably assess all changes offsite.

4.4.1 Sample Taking

The Certification Body therefore has to take samples for counterchecking applicant's declarations given to those credits which have led to points and also given to prerequisites against real use and behaviour.

This may include (non-exhaustive enumeration):

- use of testified material, ban of forbidden substances
- amounts of energy use, water use, waste generation
- chemicals in use for product, production, maintenance processes and elimination of chemicals of concern
- real behaviour in social aspects.

As one of the FEMB Standard principles is "to collect points" it is not necessary that an auditor takes samples and examines them in an accredited laboratory. But the auditor is responsible to accept solutions for prerequisites and to give points for credits only if there are no doubts, neither in documentation nor in practice.

4.4.2 Onsite audit language

The audit can be done in the language of the applicant's country. If it is not possible to perform the audit in the language of the applicant's country than it has to be in English.

The applicant is responsible for providing translations of any document if necessary. This can be done during the audit by interpreters.

Even if national translations of FEMB CAS Documents exist, the English originals are the mandatory and only reference for the audit and all decisions.

4.4.3 Final use of onsite Evaluation Results

The results of an onsite evaluation can be used for final certification of a product without renewal only for a certain time span. The maximum possible time span depends on the reason for the delay:

- If the reason is that the applicant wants to increase the number of points, the maximum period shall be six month. After that time all points actually achieved shall lead to the final score for certification.
- If the reason is that the applicant would otherwise fail to achieve any certificate, the maximum period shall be extended to one year only under the following conditions:
    - The Certification Body can reliably assess the required improvements without a new onsite audit.
    - The Certification Body assesses and documents that all findings from the foregoing onsite audit are still valid and actual at the time of certification.
    - The following surveillance audit shall be not later than fifteen months after certification.

At the discretion of the Certification Body these maximum time spans can be undercut but not extended.

4.5 Conformance designation

The conformance designation shall be stated as follows:

Level 1: 35 to 47 total points; at least 5 of which are product related points; this is the basic level of conformance that can be reached.

Level 2: 48 to 66 total points; at least 14 of which are product related points; this is the intermediate level of conformance that can be reached.

Level 3: 67 to 100 total points; at least 20 of which are product related points; this is the advanced level of conformance that can be reached.

4.6 Initial audit

Upon application for initial certification, the product shall be evaluated against a current version of the Standard.

The product certification body shall conduct a comprehensive review of objective evidence to ensure conformance to all applied and confirmed credits of the Standard for purposes of initial certification. If the requirements of a credit are fulfilled, auditors have to give the appropriate points.

The final certification decision shall take into account the achieved sum of points during the initial audit for each product separately.

4.7 Surveillance audit

Surveillance audits shall be conducted against the version of the Standard that the product was previously certified against. In case a new version of the Standard has been released after the previous audit and before the surveillance audit takes place, see chapter 2.4.

The surveillance audit shall be performed one time in the three-year cycle.

The surveillance audit shall be done not earlier than 1 year after the last audit day of the initial audit or the last re-certification audit and shall be completed not later than 2 years after the last audit day of the initial audit or the last re-certification audit.

The scope of the surveillance audit shall include:

- Evaluate proper use of the level certification mark.
- Evaluate ongoing conformance to all prerequisites in the Standard.
- Consider changes to the applicant’s operations and certified products that may impact a product's conformance with the Standard.

The product certification body shall conduct a comprehensive review of objective evidence to ensure conformance to required credits of the Standard for purposes of surveillance.

The required prerequisites and credits for purposes of surveillance are determined as follows

- One third of all prerequisites; and
- One third of all certified credits

4.8 Re-certification audit

Upon application for re-certification, the product shall be evaluated against a current version of the Standard.

The re-certification audit shall be performed not later than three years after the last audit day of the initial audit or the last re-certification audit.

The scope of the re-certification audit shall include:

- Evaluate proper use of the level certification mark.
- Evaluate ongoing conformance to all prerequisites in the Standard.
- Consider changes to the applicant’s operations and certified products that may impact a product's conformance with the Standard.

The product certification body shall conduct a comprehensive review of objective evidence to ensure conformance to all applied credits of the Standard for purposes of initial certification.

The decision about re-certification shall take into account the achieved sum of points during the re-certification audit for each product separately.

4.9 Audit report

The product certification body shall inform the applicant via a full report on the outcome of the evaluation. The report shall include the total number of points accumulated by the product being evaluated, the total number of product related points amassed, and the specific credits and points achieved.

The audit report can be written in the language of the applicant's country. If it is not possible to write the audit report in the language of the applicant's country, then it has to be in English.

For continuous improvement of the FEMB CAS it is necessary to have copies of audit reports in English. The certification body is responsible for translating each audit report into English and submitting it to FEMB Technical Committee if demanded.

4.10 Suspending onsite evaluation

If an onsite evaluation can not be performed within the second year, then the certificate has to be withdrawn. In case of doubt the IAF ID 3 documents takes precedence where applicable.

4.11 Probationary use and withdrawal of Level certification mark

The certification body is responsible for determining when the level certification mark shall be subject to probationary use or withdrawn due to product nonconformance or improper use. This has to be done in accordance with clause 7.11 of ISO/IEC 17065. Details are laid down in chapter 6 of this document.

For continuous improvement of the FEMB CAS it is necessary that certification bodies submit relevant information to FEMB Technical Committee about all probationary use and any withdrawal of level certification marks. These items will be discussed in yearly meetings at FEMB Technical Committee for experience exchange.

4.12 Exchange of knowledge and experience with others

Each certification body is required to join the yearly mandatory meetings for experience exchange, held by FEMB Technical Committee.

5 Items for Applicants

5.1 General

FEMB invites applicants that wish to have their products evaluated against sustainability criteria to participate in the level product certification program.

Accredited certification bodies authorized to evaluate products and to apply the level certification mark are listed on the FEMB website.

The following briefly outlines the expectation of the parties:

Expectations of an Applicant:

- Promote the value of sustainability and level labelled products
- Sell, market, and promote level labelled products
- Train staff on the level program
- Adhere to certification mark use guidelines
- Allow FEMB to promote applicant's participation in program

Expectations of FEMB:

- Develop and maintain national standards for furniture sustainability
- Increase awareness of sustainability and the level program
- Provide current level program news
- Provide materials, templates, and marks for promotional use
- Review level promotional materials as requested
- Provide tools for training sales staff on level program

5.2 Selection of an approved certification body

In order to use the level certification mark on products, applicants shall have their products certified for conformance to the FEMB Standard by an accredited certification body for that purpose.

5.3 Product certification and labelling

Achieving and using the level certification mark in conjunction with products is contingent upon product certification and ongoing assessment of product conformance by a certification body.

Figure 1 portrays the key elements of the product certification process and the relationships between FEMB, the accredited certification body and the applicant.

5.4 Application submission to a certification body

Applicants shall select and submit an application to a product certification body that is licensed to certify products to the level program. Each certification body will have its own application and application procedures. The certification body selected should be contacted directly for more information.

5.5 Product evaluation

The certification body will evaluate and certify products in accordance with the existing FEMB CAS Documents.

5.6 Authorization to use the level certification mark

Once the certification body has certified that the product conforms to the FEMB Standard, it will provide the authorization to use the level certification mark in conjunction with the certified product or group of products to the applicant. The certification body shall provide to the applicant of a certified product the appropriate graphic artwork of the level certification mark, which has been approved in advance by FEMB for use by that certification body.

Once the use of the level certification mark has been authorized, the applicant is allowed to properly label a product that conforms to the FEMB Standard and use the level mark in promotional materials directly related to the certified product. The applicant shall at all times use the level mark in accordance with the FEMB Mark and License Rules.

5.7 Level labelled product registry

FEMB hosts a database of level labelled products on a designated website.

The certification body shall keep the online product database updated with all products it certifies to level. For this purpose the certification body receives information, training and login from FEMB to maintain the database.

The certification body shall remove products that are discontinued, expired or no longer certified from the database.

FEMB will periodically review the product database in order to maintain an accurate registry of level labelled products on the level website.

5.8 Ongoing surveillance

The certification body will monitor the applicant's proper mark use in the marketplace, proper reference to the mark in any promotional materials, and will re-evaluate product conformance to the FEMB Standard as required. In addition to this surveillance, FEMB may also conduct periodic web and marketplace reviews of mark usage. If violations are discovered against the level mark and logo monitoring strategies described in FEMB Brand Manual, FEMB will contact the certification body or the infringing organisation.

6 Licensing

6.1 Certification mark license agreement (between certification body and FEMB)

Licensee is a certification body which has been recognized by FEMB (Licensor) to conduct product certifications under the FEMB Standard. Licensee desires to license the certification mark for the purposes of certifying products as conforming under the FEMB Standard and awarding use of the certification mark with such conforming products in order to convey to the marketplace that the product has been third-party certified to the Standard.

6.2 Certification mark authorization (between certification body and applicant)

When the certification decision has been made, the product certification body shall provide a certification decision to the applicant and authorize the use of the level certification mark in conjunction with that certified product or group of products, in accordance with the certification mark license agreement (between the certification body and FEMB) and the level certification scheme.

The certification body shall monitor according to ISO 17065, chapter 7.9.3 that the applicant of a level labelled product abides by the policies outlined in the level certification mark use guidelines.

6.3 Use of the level certification mark

The certification body shall provide a unique identifier to be displayed in conjunction with the level certification mark. The identifier shall be the certification body's registered name or official acronym and shall be formatted and positioned to the right of the level certification mark. The identifier shall be legible and shall be no taller than the height of the level certification mark itself. FEMB will provide to the certification body a copy of the mark the certification body shall authorize applicants to use in conjunction with level labelled products.

6.4 Publicity about a level labelled product

The applicant shall have the right to publish the fact that they have been authorized to apply the level certification mark on certified products. The certification mark may be used as long as it is in direct correlation to the product. The level certification mark shall not be used in any other case. The certification body shall assist FEMB in monitoring that the applicant adheres to the policies outlined in the level certification mark use guidelines.

6.5 Misuse of the certification of level certification mark

The certification body shall take appropriate action when an applicant of a product it has certified engages in unauthorised, incorrect, or misleading use of the certification or level mark, whether it is discovered by the certification body or is brought to its attention.

6.6 Extending a certification

Applicants shall apply to the certification body to obtain an extension of an existing certification for additional types or models of products, or intended modifications to previously certified models. The certification body, based on engineering judgement, shall determine if the additional types or models of products are significantly different than the products covered by the existing certification, to the extent that the modifications to the design would impact conformance to the level specification. Based on this determination, the certification body shall decide whether to require additional conformance evaluation. The engineering judgement shall be documented and submitted to the chairman of the FEMB Technical Committee for acknowledgement. The chairman will acknowledge the receipt of the judgement. All judgements shall be presented by the respective certification body at the next experience exchange meeting.

6.7 Use of the certification mark on products during a probationary period

The certification body shall determine when probationary use of the certification mark may be warranted due to product nonconformance, improper use of the certification mark, or infringement of the certification scheme. Probationary use of the mark can occur for a limited period of time as specified by the certification body and shall not exceed a duration of three months. Probationary use can only be applied to already existing certificates. Mark probationary use is only possible when the sum of the missing points due to one or more nonconformities does not exceed 5 points.

The certification body shall provide the applicant of a probationary use level mark the conditions under which the probationary use status can be removed (e.g., corrective actions that shall be taken).

At the end of the probationary period, the certification body will investigate whether the indicated conditions for reinstating the level certification mark have been fulfilled. Upon receiving proof of fulfilment of these conditions, the certification body will notify the applicant that probationary use has been removed.

6.8 Withdrawal of level certification mark from products

In more severe cases of product non-conformance, improper use of the certification mark, or infringement of the certification scheme or repeated instances of product non-conformity or misuse of the certification mark, the certification body shall withdraw a product's certification and the license for use of the certification mark. The certification body shall inform the applicant thereof and direct them to notify all of their partners in the distribution chain to immediately cease to use the certification mark in conjunction with that product. The mark is to be eliminated from all product related media and data within six months from the date of withdrawal notification. The certification body shall immediately notify FEMB of any certification withdrawals.

When issues related to product non-conformity or improper use of the level certification mark come to the attention of FEMB, FEMB shall notify the appropriate certification body of the product in question. The certification body shall then engage in investigation and resolution of the complaint in accordance with DIN EN ISO/IEC 17065 and the certification body's policies and procedures.