SASO CERTIFICATION SCHEME

FOR PRODUCT CERTIFICATION

(ISO/ IEC 17065:2012)

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1. PURPOSE

The purpose of this scheme is to establish, implement and maintain a system for certification process in Verger Group to ensure the operational process is well defined.

2. SCOPE

This scheme, also referred to as certification rules is applicable to all activities Verger Group performs and covered under scope of work as stipulated in VG-SC-01.

3. TERMS AND DEFINITIONS

Organization(s) / Applicant(s)

Legal entity that wishes to obtain the certificate of conformity for its own account or on behalf of a third party, for a product and signs the certification agreement. It can be any factory or production unit (manufacturer) producing the product or any agency distributing it (importers, distributers and retailers)

Product Certificate of Conformity (PCoC)

PCoC is a Type Approval Certificate for specified products, issued. The granting of PCoC is decided on the results of the examination of the application which fulfill and comply with the certification requirement(s) of this scheme. The validity of PCoC is 1 year.

4. PROCEDURE

4.1 GENERAL

This document has been developed in line with the international standard ISO/IEC 17065:2012 "Conformity Assessment — Requirements for bodies certifying products, processes and services ". The certificates issued in accordance with the rules of this document are based on the type(s) of certification scheme(s) as specified in the international standard ISO/IEC 17067:2013 “Conformity Assessment — Fundamentals of product certification and guidelines for product certification schemes”.

This document describes the overall process to render services related to the Saudi Product Safety Program (SALEEM) of Kingdom of Saudi Arabia (KSA) with reference to relevant effective Saudi Technical Regulations (TRs), introduced and enforced by Saudi Standards, Metrology and Quality Organization (SASO).

The Saudi Product Safety Program (SALEEM) was introduced by SASO, and it is implemented by launching the “SABER”, the online system that has been launched since January 2019, for operating the product and shipment certifications.

This document shall follow product certification scheme **Type 1a and 3** only, as defined in ISO 17067:2013.

4.2 CONFIDENTIALITY & IMPARTIALITY

All the stakeholders and their staff involved in the management of the certification are required to keep professional information confidential. Every personnel involved in the certification activity, including subcontractors, has signed the **VG-F-02 Confidentiality and Impartiality declaration form**.

VERGER has records of certified products with the reference of the recipient companies and certification requirement. This information is accessible to the public only upon request. VERGER shall not disclose any report(s) (inspection report, testing report, evaluation report etc.) or certificate and information to any third party without written confirmation by the certification holder.

4.3 CERTIFICATION PROCEDURE

Certification procedure is illustrated as flowchart in attached Annex 1.

The certification process shall follow the below steps:

1) Application *(Enquiry / Certification Request by Organization)*
2) Application Review
3) Sampling and Testing
4) Factory Assessment and Surveillance, *if applicable*
5) Evaluation
6) Review and Decision

4.3.1 APPLICATION

Applicant submits enquiry about certification service to VERGER directly. Applicants can email VERGER directly with their request to v-operation@verger-group.com. All enquiries shall be forwarded to and handled by the appointed Compliance Coordinators.

Certification requests may be made by any applicant organization with a valid business license. Applicant can be Importer, Manufacturer, Exporter, Supplier, or any agent. Upon receiving the request, the Operations Supervisor/Coordinator shall send **VG-F-03 Application Form for Product Certification** and Product Registration Sheet to applicant. The applicant is requested to fill the request details in shared forms and agree to certification agreement as mentioned in VG-F-03 Application Form.

4.3.2 APPLICATION REVIEW

Upon receipt of filled Application Form and Product Registration Sheet, Operations Supervisor/Coordinator will send list of documents requirement to applicant based on product category. The Operations Supervisor/Coordinator may take help of the technical team for deciding the document requirement at this stage. The Operations Supervisor/Coordinator shall use dedicatedMS TEAMS channel for cross-verification of document requirements with the Technical

Team.

The application review shall be conducted to verify if all application documents and information required for the application based on the product are provided. The client shall provide all the documents in English language. In case, documents submitted are not in English, reviewer/evaluator cantake help of Google scanner to translate and Operations Supervisor/Coordinator shall ask client to provide written declaration for the same. Operations Supervisor/Coordinator shall perform the applicant review by making sure below documents are well received and within accepted validity period.

- Application Form
- Certification Agreement Signed and Stamped
- Product Description / Information, filled in Product Registration Sheet
- Technical Documentation include:
    - Test reports from an ISO/IEC 17025 accredited testing laboratory (within last 3 year validity)
    - Inspection Reports and/or Audit reports from accredited bodies (For Type 3 certification) (1 year validity)
- Actual Product photos with clear marking labeling and packaging. The photos should include clear image of-
    - Each model
    - Marking label
    - Barcode or QR Code (if any)
    - Product Trademark
    - SASO Energy efficiency label or water consumption label or Gmark, if applicable.
- Copy of Factory Business License or Commercial Registration info (with license no. or registration no.)
- Factory ISO certificates (ISO 9001 and ISO 14001) *(optional)*
- Product Identity Declaration (PID) is provided, if applicable
- Shipment Information (e.g., date and port of arrival), if applicable.
- Material and composition of each part of the product (BOM), if applicable

Operations Supervisor/Coordinator shall verify whether the applied product certification is within the Verger's approved scopeof work. If the product(s) in the application is not part of the VERGER scope of work, the applicant will be notified, and the application will be cancelled.

VERGER may be forced to ask additional information necessary for the admissibility of the file when it is incomplete, at any stage of certification process, as and when required. The applicant must produce the required document to CB in order to continue the certification process.

Upon successful application review, the Operations Supervisor/Coordinator shall make the application form admissible by providing a reference number and make the admissibility in VG-F-34 Directory of Certified Products for

records. The Operations Supervisor/Coordinator shall upload all the documents on OneDrive through MS TEAMS as per below site location-

TEAMS >> VERGER Operation >> Directory of Certified Products >> Files >> Product Certification Records.

Operations Supervisor/Coordinator shall inform the technical team about starting the evaluation process by sending internal email to designated technical Email IDs as per below table. The subject for sending internal email shallfollow the format as **Ref Application No. Product TR_SABER Request No. Region**

GROUP NAME	TECHNICAL REGULATIONS	EMAIL IDS
Technical_Building	Building Materials – Part 1	building@verger-group.com
	Building Materials – Part 2	
	Building Materials – Part 3	
	Building Materials – Part 4	
	Building Materials – Part 5	
Technical_Auto Spare Parts	Auto Spare Parts	asp@verger-group.com
Technical_Machinery	Portable and Oriented Machines	machinery@verger-group.com
Technical_Lubricating Oil	Lubricating Oils	lub_oil@verger-group.com
Technical_Food Contact	Food Safety in Tools and Appliances used in the Kitchen	fcm@verger-group.com
Technical_Textiles	Textile Products	textile@verger-group.com
	Shoes and Leathers	
Technical_Electrical	Low Voltage Electrical Equipment and Appliances	electrical@verger-group.com
	Telecommunications Devices	
Technical_Batteries	Electrical Batteries	battery@verger-group.com

4.3.3 SAMPLING AND TESTING

VERGER shall be open to accept test report from the applicant if the testing is conducted by competent ISO/IEC 17025 accredited testing laboratory and the testing standard shall be under the accreditation scope of lab. In such cases, VERGER shall verify the accreditation scope of laboratory from accreditation body website itself and the Laboratory shall also provide an impartiality declaration.

Laboratory/Agency without ISO/IEC 17025 only in limited circumstances, such as:

a. The accreditation for certain test service(s)/ inspection is not available (or even not feasible) in the industry.

b. It is the only service provider in the market. The justification is documented for such circumstances.

The competency of such laboratory shall be evaluated by VERGER appointed representative with QA Manager/Engineer and Technical Manager. This is recorded under **VG-F-44 Lab Evaluation Form**.

Verger appointed representative should be selected as per the technical field through competency matrix.

Laboratory Evaluator

Overview: The Laboratory Evaluator plays a critical role in conducting assessments, evaluations within a laboratory setting. This position involves analyzing, evaluating various samples, materials, or processes to ensure compliance with industry standards, regulatory requirements, and quality assurance protocols.

Responsibilities

1. Quality Assurance Compliance: Ensure that laboratory practices adhere to industry-specific standards, regulatory guidelines, and quality assurance protocols. Identify and address any deviations or non-conformities.
2. Instrument Maintenance: check documents related to maintaining and calibrating laboratory equipment, ensuring proper functionality and accuracy in test results.
3. Continual Improvement: Participate in continuous improvement initiatives to enhance laboratory processes, efficiency, and overall quality standards.

Qualifications:

- Bachelor's or master's degree in a relevant scientific field (e.g., Chemistry, Biology, Biochemistry, etc.).
- Proficiency in laboratory techniques, instrumentation, and scientific methodologies.
- Strong analytical skills with the ability to interpret complex data sets and draw accurate conclusions.
- Knowledge of industry-specific standards and regulatory requirements.
- Attention to detail and accuracy in recording and reporting.
- Excellent communication skills to convey technical information clearly and concisely.
- Ability to work independently or as part of a team, managing time and priorities effectively.
- Commitment to safety protocols and ethical laboratory practices.

In case of no confidence on competency of applicant's chosen laboratory, VERGER requires the applicant to send product samples to be tested. It is the responsibility of applicant to ensure that the sample should be representative of the production batch and picked randomly from that production batch. All incurring charges shall be borne by the applicant.

Testing shall be conducted by competent ISO/IEC 17025 accredited testing laboratory, sub-contracted by VERGER. QA Manager/Engineer shall be responsible for identifying the competent ISO 17025 accredited sub-contracting laboratory with the relevant scope. If the laboratory/agency fulfils the corresponding criteria, the Technical Manager/MD signs an agreement with the laboratory and the laboratory is treated as an approved testing laboratory.

In case of failure of the drawn sample during testing, the applicant shall be immediately informed of the failure and advised to take the required corrective action. After the corrective action is implemented, the applicant shall again follow the above steps of sample selection by competent third party accredited with ISO 17025 and send to VERGER on their own costs.

In the event of this sample also failing to comply with the requirements of the standard, VERGER shall deny certifying the product.

4.3.4 FACTORY ASSESSMENT and SURVEILLANCE

Initial Factory assessment/audit for the product certification shall be required for Type 3 scheme, as defined in relevant SASO Technical Regulations. Factory assessment/audit shall be conducted by competent ISO/IEC 17021 accredited body or an independent certified ISO 9001 lead auditor having competency in the relevant field and/or technical expertise.

VERGER shall not accept audit report of other organization from the applicant unless or until verger have legal contract with that ISO/IEC 17021 accredited organization for accepting the audit report. Factory assesment/Audit is conducted by ISO/IEC 17021 accredited organization after having a legal subcontracting agreement.
In both cases, VERGER shall verify the accreditation scope of organization from accreditation body website itself and the organization shall also provide an impartiality declaration.

A set of updated documents like client details, test reports, surveillance plan and comments from prior visits as applicable are provided to the auditor for the factory audit. Activities include the opening meeting with the Client, team briefings, evaluation interviews, Client briefings, and the closing meeting with the client

If non-conformance is found, granting certification will be on hold until suitable corrective action has been taken and evidenced.

The factory audit report shall be subject to acceptance based on below conditions-

- **Critical NC:**
  - Observation that would result in a failure of one or more production quality system processes that may have an effect on the production quality or may result in problems achieving management system certification.
  - In case of critical NC, Certificate will not be issued.

- **Major NC:**
  - Observation that may result in a failure of one or more production quality system processes that may have an effect on the production quality, and which is less severe thanCritical NC.
  - Major non-conformities shall need to be addressed and corrected as early as possible but not later than 15 days from the date these have been observed by the auditor.
  - In case the corrective action is not completed within the stipulated time frame, then the

certificate will not be issued.

- **Minor NC:**
  - Observation that may not have an effect on the product quality or may not have any impact on achieving management system certification.
  - Minor non-conformities shall need to be addressed and corrected as early as possible but not later than 30 days from the date these have been observed by the auditor.
  - In case the corrective action is not completed within the stipulated time frame, certification process will be on hold, or the certification may be liable for suspension partially or completely or withdrawal based on the nature of non-conformity.

Auditor need to present findings of audit in closing meeting. All the findings need to be classified by auditor as per above criteria and process of corrective actions need to elaborate during closing meeting.

Surveillance audit is even required at least once a year within the product certification validity after the initial factory assessment. The surveillance audit may be based on testing or inspection of samples from the factory along with assessment of the production process, as defined in ISO/IEC 17067. The assigned auditor shall be responsible for drawing random samples from the production line during the time of surveillance audit. For testing, QA Manager/Engineer shall be responsible for identifying the competent sub- contracting laboratory.

The acceptance criteria of surveillance audit shall be same as mentioned above for initial factory audit/assessment. In case of failure of a sample drawn during surveillance, the licensee shall be immediately informed of the failure and advised to take the corrective action within a month or the next production whichever is earlier.

A sample shall be drawn after the corrective actions have been taken and evaluated for appropriateness of the corrective actions. If the sample pass this re-evaluation, certificate shall be allowed to continue. The corrective actions documented by licensee shall be reviewed by TD and necessary modifications shall be made in the relevant documents by the licensee.

In the event of this sample also failing to comply with the requirements of the standard, the certificate shall be suspended.

4.3.5 EVALUATION

Evaluation Team shall perform the Conformity Assessment process by evaluating the technical documents. After the evaluation is completed, the results are recorded by the Evaluation Team in form **VG-F-31 Evaluation Report for Product Certification** that records the activities undertaken and their outcomes. The requirements of measurement uncertainty shall be as defined in relevant international standard.

The evaluation report shall be a part of the internal certification documentation and may be issued to the applicant upon request.

Evaluation Team shall upload their evaluation report in non-editable format only and notify the decision maker of their recommendation via email.

During the certification evaluation process, when any non-conformance in respect to concerned certification is being detected, the CB shall inform the applicant accordingly, giving detailed reasons for rejection to recommend granting certification. If the customer responds to the non-conformance with appropriate corrective action within an agreed time frame, the certification process shall be resumed accordingly, otherwise the request will be closed and "Product Non-Conformable" result will be marked in the Evaluation Report and the CB shall refuse to issue certificate and shall inform the applicant accordingly.

4.3.6 REVIEW & DECISION

Review and Decision activity shall be performed by Technical Manager for their respective region(Asia and Australia, Europe and Middle East).

Review of all technical documents of applicant is done by designated personnel including test report, inspection/audit report, markings, business license, etc.

Certification decision by designated personal shall be based on the Evaluation Team recommendation documented in the Evaluation Report followed by review process. The decision maker shall document the final certification decision in form **VG-F-32 Review & Decision Report for Product Certification**.

Staff designated by VERGER for review and decision process is not involved in the evaluation of certification activities.

The examination of a request results in one of the following decisions:

a) Agreement to the issuance of certificate of conformity (valid for 01 year) (corresponding PCoC will be issued accordingly)
b) Refusal to the issuance of certificate of conformity, stating the reason(s) for the refusal.

Like evaluation report, the decision maker will upload the review & decision report form in non-editable format only.

During the certification decision process, when any non-conformance in respect to concerned certification is being detected, the CB shall inform the applicant accordingly, giving detailed reasons for its refusal to issue a certificate. If the customer responds to the non-conformance with appropriate corrective action within an agreed time frame, the certification process shall be resumed accordingly, otherwise the request will be closed and "Product Non-Conformable" result will be marked in the Review & Decision Report and the CB shall refuse to issue certificate and shall inform the applicant accordingly.

4.4 ISSUE OF CERTIFICATION

After the final certification decision is taken, the result shall be communicated to the Operations Supervisor/Coordinator via email. The Operations Supervisor/Coordinator shall verify the payment

status with Accounts team and proceed with the SABER portal operations.

The Certificate will be issued online via SABER portal and does not need any further approval after the decision result has been communicated by the decision maker.

The final product certificate copy shall be shared with the client via email.

For subsequent batches within validity period each product will be verified against the shipping document (Invoice containing a detail of certified models under PCoC).

4.4 RECORDS

All documentation files shall be stored on OneDrive of Verger Operations Email i.e., v-operation@verger-group.com. Access to documentation shall be provided to relevant personnel only. The Operations Supervisor is responsible for defining the limits of access and ensuring its confidentiality.

4.5 CONDITIONS OF USE OF CERTIFICATE(s)

a) The use of certification is permitted only with respect to and consistent with the scope for which certification has been granted.
b) The Organization has the right to use the type certification as a basis for declaring the manufacturer ability to ensure the production meets the certification requirements, or for the propose of shipment or clearing customs, when a certificate is required.
c) The validity of the certificate expires on the date specified in it.
d) Use the certificate only to indicate that product(s) is certified as being in the conformity with the requirements of the certification scheme.
e) Use of PCoC does not, under any circumstances, engage VERGER as a substitute for that of the product manufacturer.
f) The certificate cannot be transferred. It is not transferable, and it is unseizable.
g) In case of merger, liquidation or absorption of the holder/ beneficiary, all certificates of conformity expire automatically. The terms of a new certificate to be requested shall be adopted, after consulting VERGER.
h) Any misuse of PCoC by the recipient or by a third party, shall entitle VERGER, to take any legal action it deems appropriate in the framework of current local legislation. Misused cases are considered where reference is made to PCoC including:
    i. The certificate is used or advertised by any of advertisement means without obtaining VERGER's consent.
    ii. Products for which the application is still under investigation or where PCoC was denied.
    iii. Extending the reference to certificates of conformities, to products other than those certified.
    iv. Product for which the certificate of conformity is no longer valid.
    v. The certificate or any statement regarding the certification, or any part thereof, is used in a misleading manner(s).
    vi. Partial reproduction of PCoC;
    vii. Unauthorized use of VERGER's logo or that of its accreditation body.

4.6 CHANGES AFFECTING CERTIFICATION

No changes are permitted once the product certificate is issued on the SABER platform. Any change needed in product certification after issuance is considered as a new certification request.

New models are allowed to be added in existing product certification after successful verification of model relation with existing certified product, to be strictly same as the certified product type.

Model addition request shall be considered as new request and complete evaluation and review process shall be performed. Operations Supervisor/Coordinator shall be responsible for addition of new models after getting approval from Technical Manager as per region.

5. REFERENCES

- 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
- ISO/IEC 17020 Conformity assessment – Requirements for the operation of various types of bodies performing inspection
- Regulation of Approving the Accredited Conformity Assessment Bodies – M.A.153-15-04-01
- Technical Regulation for Certificate of Conformity – M.A.155-16-05-01
- Saudi Technical Regulations
    - Refer to below link for the effective TRs: https://www.saso.gov.sa/en/Laws-And-Regulations/Technical_regulations/Pages/default.aspx
    - Refer to below link for the most updated status of TRs implemented on SABER platform: https://saber.sa/Home/Regulations

6. RECORDS

6.1 Application Form for Product Certification VG-F-03
6.2 Directory of Certified Products VG-F-34
6.3 Evaluation Report for Product Certification VG-F-31
6.4 Review & Decision Report for Product Certification VG-F-32
6.5 Lab Evaluation Form VG-F-44

CHANGE HISTORY

ISSUE	CHAPTER	PAGE	CHANGE INTRODUCTION	REV NO.	EFFECTIVE DATE
01	/	/	First version	00	14/04/2021
01	4.3.2, 4.3.3, 4.5, 4.6	/	Renamed document as SASO Certification Scheme Added clause 4.3.2, 4.3.3, 4.5 and 4.6	01	21/04/2021
01	4.3.2	5	Amended the sample drawing criteria	02	08/05/2021
01	4.3.3 4.3.2	6 5	Added the definition of Critical, Major, Minor NC and the timeline to take corrective actions Mentioned the PCB's acceptance of ISO 17021 accredited factory audit report and impartiality declaration that to be provided. Added about the criteria for ISO 17025 lab to be approved. Added about the impartiality declaration that to be provided by the Lab.	03	20/05/2021
01	4.3.3 4.3.4	5 7	Added acceptance of factory audit report from SASO approved conformity body. Mentioned about language requirement of all documents	04	23/05/2021
01	/ 4.3.4	4,5,6,7,8,9 7	Rearranged the application review in the certification procedure clause Added details in the factory assessment	05	05/06/2021
01	4.4	10	Added process for subsequent batches	06	30/10/2021
01	4.3.4.	8	Amended acceptance criteria of other organization factory audit report, condition for different nonconformance and auditor responsibility in factory assessment and surveillance	07	27/06/2022
01	/	/	Reformatted document as Verger Group	08	21/07/2022
01	4.3.6	9	Review and decision for Europe region	09	27/07/2022
02	4.3.3	7	Amended Lab Evaluator competency requirement	10	14/12/2023
02	/	/	Made few corrections and the criteria for auditor's competency check	11	17/12/2024