



الهيئة السعودية للمواصفات والمقاييس والجودة  
Saudi Standards, Metrology and Quality Org.

## The General Regulation for the Saudi Quality Mark

The update of this regulation was approved in SASO's Board of Directors meeting No. (188)  
on 05/01/2023

Published in the official newspaper on

03/03/2023

Fourth edition



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## Introduction

According to the fourth article (item 3) of SASO Statue issued by the Royal Decree No. 216 on 17.06.1431 AH, which stated, **"Issuing the license regulations of quality mark for domestic and imported products that are conformed to the national standards which in turn accredits them and gives the right to use them and to apply these regulations"**.

According to the fourth article (item 5) of SASO Statue, which stated, **"Granting the quality mark to the products, under the condition that the quality mark should be granted to the products that are under Saudi food and drug authority which can grant the quality mark to it after its approval"**.

According to the fourth article (item 7) of SASO Statue, which stated, **"Coordinating the work of quality and standards and carrying out conformity assessment procedures, measurement and calibration in the Kingdom and the mutual recognition with counterparts in other countries"**.

According to the fourth article (item 14) of SASO Statue, which stated, **"Review the Supervisory rules and regulations related to SASO's work, and develop and propose the necessary amendments, to keep pace with quality and safety requirements and to refer them to the competent authorities for examination and issuing according to the official methods"**.

According to the sixth article (item 1) of SASO Statue, which stated, **"Taking into consideration of what has stated in the fourth article of this statue, SASO is, in KSA, the reference in all matters relating to the standards, conformity assessment procedures, granting of the quality mark, and carrying out measurement and calibration. All government and private sectors shall be committed to Saudi standards in all their purchases and works"**.



According to the ninth article of SASO Statute, which stated that SASO's Board of Directors is the competent authority to manage and run SASO's affairs and to take all the necessary decisions to achieve its objectives. In addition, it has particularly the following:

"Issuing decisions and implementing regulations for the functioning of SASO".

"To adopt regulations for the work provided by SASO to others".

**"Setting the fees for the services that are offered by SASO in its field of competence, and to put the earnings into a separate account in order to expense them for the purposes specified by the Board of Directors".**

Based on the above, SASO has issued this general regulation for the Saudi quality mark.



## Article 1: Definitions

1/1 **SASO:** Saudi Standards, Metrology and Quality Organization.

1/2 **Standards:** National, regional, or international standards that have been issued by accredited standardization bodies (such as Saudi Standards, Metrology and Quality Organization, GCC Standardization Organization, and the International Organization for Standardization).

1/3 **Related Documents:** Technical characteristics, technical reports and manuals that have been adopted by an international or regional standardization body and / or SASO and are usually available to all, but do not considered to be a technical standard.

1/4 **Technical Regulation:** A document approved by SASO's Board of Directors that sets the characteristics of products and commodities, the processes associated with them and their production methods, including the applied valid administrative provisions, which must be adhered to. It may include or discuss in particular terms, definitions, packaging, and requirements for the affixing of labels and marks to products, commodities, services, processes, or production methods.

1/5 **Technical requirements:** The specific technical requirements specified in the application, which may include approved Saudi standards or parts thereof, international standards or parts thereof, contractual requirements, and manufacturer requirements.

1/6 **Product:** The output of manufacturing processes. Its description, categories and technical characteristics are determined by related standards or technical regulations.

1/7 **Commodity:** The final product that is provided to the consumer through production, supply, or distribution processes, which is intended to be licensed to use the Saudi Quality Mark.



**1/8 Granting Authority:** The certification general department in SASO or any conformity assessment body accepted by SASO that has been authorized to carry out conformity assessment work in the field of certification.

**1/9 Establishment:** Any factory or production unit having one location or more that producing commodities and products, or any importer, distributor or exporter subcontracted with a factory or a producing unit that produce a product and commodity.

**1/10 The Regulation:** The general regulation for the Saudi Quality Mark, which defines the general conditions and rules for the works of granting a license to use the Saudi Quality Mark.

**1/11 Quality mark:** A mark approved by SASO indicating that the establishment has an effective management system that ensures the production of products and commodities conforming with the regulation, granting procedure, related standards and / or technical regulations.

**1/12 Granting procedure:** A program approved by SASO's Vice Governor for Conformity and Operations specifies the requirements to be complied with to issue a license to use the Saudi Quality Mark for a product and a commodity, including the number of working days for the granting process based on the products and commodities mentioned in the application to obtain the license to use the Saudi Quality Mark.

**1/13 Certificate of Conformity:** A certified document issued by the granting authority relating to products, processes, systems, or individuals. It is issued based on proof of conformity.

**1/14 Auditor:** A person who has the qualifications and skills to conduct an audit, assigned by the granting authority to carry out the audit tasks mentioned in this regulation.



**1/15 Granting the License:** A certificate of conformity issued by SASO for the establishment, and according to it, the establishment has the right to use the quality mark on the licensed products and commodities as an indication of the establishment's compliance with the requirements of this regulation and the specific granting procedure, also to demonstrate that the licensed products and commodities conform to the relevant standards and/or technical regulations based on the test reports conducted on them. In addition to approve that the establishment has an effective management system that ensures the continuity of producing products and commodities with the required quality.

**1/16 Suspension of the license:** Suspend the establishment from using the quality mark for a limited period.

**1/17 Revocation of the license:** Revocation of the license granted to the establishment to use the quality mark permanently at the request of the establishment.

**1/18 License Withdrawal:** Revocation of the license granted to the establishment to use the quality mark permanently by the granting authority.

**1/19 License renewal:** Procedures carried out to renew the license granted to the establishment to use the quality mark.

**1/20 License's scope expansion:** Procedures carried out to expand the scope of the license for new products and commodities subject to the same standard and/or the same granting procedure for previously granted items.

**1/21 Initial granting audit:** Initial assessment carried out by the granting authority on the establishment applying for a license to use the quality mark, for the purpose of studying the management system applied in the establishment and the extent of its compliance with the requirements of this regulation and the specified granting procedure, with the possibility of drawing samples from the products and commodities for testing to



ensure its conformity with the relevant standards and / or technical regulations. The results of the study and the tests form the basis on which SASO's decision is made whether or not to grant the establishment a license to use the quality mark.

**1/22 Periodic surveillance audit:** A series of conformity assessment activities carried out by the granting authority on the establishment after obtaining the license, to ensure its correct use of the quality mark and its continuance compliance with the requirements of the regulation and the specified granting procedure and applying of the management system. During assessment, samples from the licensed products and commodities might be withdrawn for testing to ensure their continuance compliance with the relevant standards and / or technical regulations.

**1/23 Renewing audit:** audit carried out by the granting authority on the establishment during the validity period of the license to determine whether the license can be renewed for the establishment based on that, as decided by SASO.

**1/24 Supplementary audit:** An additional audit carried out by the granting authority on the establishment to verify that some requirements are fulfilled and / or evaluate the effectiveness of corrective measures and is based on a recommendation in the previous audit report (initial granting audit, periodic surveillance audit, or renewing audit). The supplementary audit may be carried out based on a recommendation made by the committee for reviewing and decision-making.

**1/25 White audit:** A short assessment process of a specific area that is conducted prior to the initial granting audit, carried out by an administrative auditor and a technical expert from the granting authority, based on the request of the applying establishment, to ensure the minimum compliance with the management system, and the assessment team may also evaluate the relevant activity areas and equipment.



**1/26 The Reviewing Committee:** A committee formed by SASO responsible for reviewing the granting, renewal, suspension, revocation, or scope expansion of the license for the product or commodity, and making a decision in this regard, based on the assessment results conducted by the granting authority.

**1/27 The Neutral committee for conformity certification works:** A technical advisory committee formed by SASO to view all matters related to the activities of conformity certification including the license to use the quality mark for products and commodities, and its membership includes - in addition to SASO - members from related bodies, in order to achieve a balance of interests.

**1/28 The Contract:** An agreement about licensing to use the quality mark, and in accordance with it, the establishment has the right to use the quality mark on the licensed products and commodities under specific provisions and conditions for a limited period of time, in accordance with the requirements of ISO 17065.

## **Article 2: Scope of application**

This regulation sets the general rules for using the quality mark on products and commodities for which the establishment submits an application to the granting authority to obtain a license to use the quality mark for products and commodities that have standards, granting procedures and/or technical regulations.

## **Article 3: The Ownership of the quality mark**

**3/1** The quality mark is exclusively owned by SASO according to the registered trademark No. 143205020 dated 18/01/1433 AH.

**3/2** It could be registered on the international level in countries that have to be protected.



## **Article 4: General scope**

4/1 SASO authorizes the granting authority to grant the license to use the quality mark. The granting authority shall verify that the establishment has met the requirements of the regulation and the specified granting procedure, and that the specified products and commodities are complied with the relevant standards and/or technical regulations.

4/2 When the license has been issued, that means SASO is giving the establishment the right to use the quality mark on the specific products and commodities, and for some considerations, SASO may ask help from technical bodies to carry out some administrative procedures especially in the fields of the technical committees' works.

4/3 When the granting authority and the technical committees apply these granting procedures and regulation related to the products and commodities, they meet the professional requirements and the international practices, particularly:

A) Provide sufficient guarantees for procedures' impartiality towards manufacturers, importers, distributors or exporters who applied to obtain the license. In addition to provide guarantees to the consumers of those products and commodities.

B) Provide qualified persons and enough resources to work properly to grant the license.

4/4 The granting authority may assign some of the assessment procedures such as audits and tests that are required in the regulation and granting procedure, to other authorities whether they are organizations or individuals. The granting authority must make sure that all partners are carrying out all tasks assigned to them properly.

## **Article 5: The right to obtain the license**

5/1 Every establishment has the right to apply for SASO to obtain the license when the product and commodity have standards, granting procedure, technical regulation and/or relevant documents.



5/2 After the establishment meets the requirements of this regulation in addition to the granting procedure for its products and commodities, the granting authority shall prepare a report on this to present it to the committee of reviewing and decision-making.

5/3 The license will be issued by a resolution from General Manager of Certification General Department in SASO, and the license is valid for three years.

## **Article 6: Requirements for granting the license**

6/1 The granting procedure specifies the technical and administrative requirements and standards and/or technical regulations that the establishment must adhere to for each category of products, and it is approved by the Vice Governor of Conformity and Operations according to the requirements of this regulation.

6/2 The granting procedure specifies the working days related to the procedure of granting the license to use the Quality Mark, monitoring, renewing and expanding the license file, that is according to products and commodities listed in licensing application, or that is already licensed.

## **Article 7: The Neutral committee for conformity certification works**

An advisory committee called "The Neutral committee" is formed to monitor everything related to the activities of granting the license in addition to certificates of conformity granted by SASO.

7/1 Forming the Committee:

The neutral committee consists of members from SASO and representatives from related bodies in order to balance the interests, and they will be appointed as the following:

7/1/1 Representatives of the beneficiaries from the establishments, that have obtained the license and the certificates of conformity granted by SASO.

7/1/2 Representatives of the establishments, that have obtained the license and the certificates of conformity granted by SASO.



7/1/3 Representatives of the industrial associations or Trade chambers.

7/1/4 Representatives of the governmental authorities or ministries.

7/1/5 Representatives of non-governmental establishments (like Consumer Protection, Quality Associations, approved universities in KSA, Advisory Offices).

7/1/6 Representatives of the granting authority in SASO.

7/1/7 The Vice Governor of Conformity and Operations appoints the members for Three years, and they can have a renewal for another Three years if there is no decision taken to change them.

7/1/8 In addition to the main members, observers or other competent experts could attend the meeting.

7/1/9 SASO will provide a technical secretariat for the Committee.

## 7/2 The committee's tasks

In the light of this regulation, the committee offers advice over:

7/2/1 Developing the policies related to the impartiality of the activities of conformity assessment for products and commodities.

7/2/2 The electronic system of granting the quality mark in SASO, in addition to the rules and the steps of conformity assessment operations for products and commodities, granting the license and maintaining the impartiality, integrity and objectivity in all granting activities that SASO offers through the granting authority.

7/2/3 Possible amendments of conformity assessment system for products and commodities and this regulation.

7/2/4 Making suggestions about the recognition agreements as stated in article 9.

7/2/5 Making suggestions about the granting authority.

7/2/6 Making suggestions about monitoring the granting authority.

7/2/7 Making suggestions about the development of new applications of the granting authority.



7/2/8 Dealing with complains, objections and disputes, related to the granting authority, from the requesting applicants of the licensees according to article 16.

7/2/9 Making sure that the general policy of Saudi quality mark and certificates of conformity is implemented, developed and promoted and express the opinion over the measures taken.

7/2/10 Ensuring that the quality mark granting system and certificates of conformity in SASO are complied with the requirements of ISO IEC 17065.

7/3 The committee's meetings:

The committee's meetings are conducted at least once a year, the one who is responsible of the meeting is the committee's chairperson or his vice, and the committee may meet (either in person or online) for business continuity.

## **Article 8: The committee of reviewing and decision-making**

The committee reviews all information and results related to the assessment and any related information. It also issue a recommendation regarding the granting, renewal, revocation, suspension, or expansion of the field of the license for products and commodities, based on all results related to the assessment.

8/1 The committee's formation

The committee consists of a member or members that have the experience and the technical competency, in the fields of standardization, laws of sectors and the requirements of products and commodities' conformity assessment. In addition to its main members, observers or other experts can attend the meeting if needed and they have to be invited to attend the meeting, and that is according to the agenda of the meeting.



## 8/2 The committee's tasks

8/2/1 Reviewing the files of the concerned establishments, the results of the conformity assessment procedures for products and commodities and assessment of the management system applied in the concerned establishments in order to make a decision about granting, renewal, revocation, suspension, or expansion of the field of the license.

8/2/2 Submitting suggestions about developing the conformity assessment procedures for products and commodities.

8/2/3 Submitting the decision that is made by the committee in two weeks, and approve it by General Manager of Certification General Department.

## 8/3 The committee's meetings

The committee meets whenever necessary, after all data and reports related to the relevant products and commodities are available, and the chairperson of the committee is responsible for conducting this meeting. The committee may meet (either in-person or online) to conduct its business.

## **Article 9: The Mutual recognition agreements**

SASO is the only authority that is authorized to conclude the agreements related to the quality mark and its recognition with the establishments and bodies at the regional and international level.

## **Article 10: Maintaining confidentiality**

10/1 All participated parties in license granting works including the neutral committee members and other committees are committed to professional confidentiality and they have to keep all the documents related to the quality mark, or documents entrusted to them from disclosure, damage, forgery or illegal possession.



10/2 SASO may allow access to some parts of the documents of the files or all the files, if accreditation authorities, legal authorities, or committees that are participated in license granting works asked for them.

## **Article 11: Information about the products and commodities covered by Quality Mark and Quality Mark Marketing**

11/1 Publishing information of the quality mark:

SASO is responsible for supervising the publishing process of the information that are related to products and commodities covered by the quality mark and the licensed bodies, and monitoring the extent of the expansion and spread of the quality mark in general.

11/2 Quality Mark Marketing

11/2/1 The granting authority is responsible for the quality mark marketing, in addition to the advertisements and the marketing activities that are related to the quality mark. The granting authority takes all necessary and required measures to expand the application scope of the quality mark after SASO's approval.

11/2/2 Licensed bodies may take initiative in organizing advertising campaigns about applying quality mark at their own expense under the supervision of SASO.

## **Article 12: Procedures for granting the License**

12/1 Application Submission:

The establishment can apply to get license to use the quality mark if it fulfils the preliminary conditions for obtaining the license:

A) The establishment must be legally licensed, and its works must be related to the field of the required license.



B) The establishment must accept all the conditions stipulated in this regulation and the granting process, sign the contract, and commit to ensure that the products and commodities requiring the license comply with the relevant standards and/or technical regulations.

C) Establishing and applying an effective management system to achieve the requirements of the specific granting procedure. This system ensures the continuity of producing products and commodities that are complied with the standards / technical regulations specified in the licensing application.

D) Committing to inform the granting authority of any modifications related to the products and commodities, production equipment, or monitoring equipment.

E) Committing to register the trade name (trademark and reference) of the products and commodities for which the license is to be granted, maintaining it, and informing the granting authority of any changes to this trade name.

F) Committing to place the quality mark in the manner specified in the granting procedures. The use of the quality mark shall be limited to the types and varieties of products and commodities that are licensed and produced in accordance with the relevant standards and/or technical regulations.

G) Keeping the complaints record related to products and commodities that have obtained the license and their procedures. This record must be available for auditors when they ask for it.

H) Committing to provide all necessary facilities for the granting authority in conducting any audit, providing all information including methods of quality control and providing any private record of production and quality in any time.

I) Committing to inform the granting authority about any advertising document of products and commodities.



J) Filling the specific form and attaching all required documents.

K) The establishment shall apply for a single document to obtain the license to use the Quality Mark according to what has been specified in the granting procedure.

12/2 The granting authority receives and studies the application:

The granting authority studies the application for the license and the enclosed documents, and informs the establishment of the study results within the specified period. If there are any deficiencies, the establishment shall complete them within the specified period.

12/3 Preliminary granting audit and tests:

12/3/1 The granting authority appoints a team to audit the establishment and production lines to conduct audits during their operation. The team may take samples from the production line for the products and commodities to be licensed, and the necessary tests can be conducted in the granting authority's laboratories or any of the accredited laboratories, as determined by the authority and as stipulated in the granting procedures.

12/3/2 If the establishment objects to conducting tests in one of the laboratories identified by the granting authority, it shall inform the granting authority in writing and provide reasons for the objection.

12/3/3 The granting authority has the right to accept test reports for the products and commodities to be licensed, provided that they are issued by accredited laboratories, as determined by SASO and as stipulated in the granting procedure.

12/3/4 If an importer and/or exporter from inside or outside KSA applies for a license for products and commodities that have previously been licensed by the manufacturer, the granting authority has the right not to conduct tests and audits on the applicant, but instead relies on those results, as stipulated in the granting procedures



12/3/5 The granting authority is committed to handle the information related to the establishment with complete confidentiality.

12/4 Granting the license:

12/4/1 The granting authority prepares a report on the audit results, including an assessment of the test results, and recommends whether to grant the establishment a license or not, and presents it to the review committee to make a decision in accordance with Article (8) of this regulation. The committee may request additional assessment or supplementary auditing work, at the expense of the establishment, or may request improvements in specific areas or monitor production before making a decision to recommend granting the license.

12/4/2 When the conditions are met, the license is granted to the establishment and issued by a decision from the General Manager of Certification General Department in SASO. The duration of the license is three years, renewable when the establishment applies for renewal before the license expires, with a period not less than 180 days and fulfilling the conditions for renewing the license. The renewal date is from the date of the expiration of the license.

12/4/3 The granting authority conducts periodic monitoring audits on the licensed establishment at specified intervals throughout the year, as determined by this regulation and the granting procedure.

12/4/4 The granting authority has the right to take random samples from any products and commodities that have obtained the quality mark directly from the market in addition to production lines or warehouses in order to test them to ensure that they are complying to the relevant standards and/ related technical regulations.

12/4/5 The granting authority monitors the files of the establishments that have been licensed through continuous monitoring of the assessment results, conducting periodic



monitoring audits, taking samples, and conducting periodic tests, as determined by this regulation and the relevant granting procedures.

12/4/6 The granting authority conducts renewal audits on the licensed establishment at the end of the license validity period, unless the establishment requests revocation, in accordance with this regulation and the relevant granting procedures.

12/4/7 The granting authority has the right not to conduct periodic monitoring audits and/or renewal audits on the importer and/or exporter - from inside or outside KSA - who wishes to obtain a license for products and commodities that have previously been licensed by the manufacturer, but instead relies on the audit results conducted on the manufacturer, as stipulated in the granting procedure.

### **Article 13: Expanding the scope of the license**

13/1 Licensed establishment may apply to expand the field of license to the granting authorities for new products and commodities. Those products and commodities will be subject to same granting procedure of the previously licensed products. The establishment must specify in the application the products, commodities, the place of manufacturing and the trademark according to the specific form.

13/2 The granting authority studies the application to expand the scope of the license, and informs the establishment of the study results and the conditions required to expand the scope of the license within the specified period. Expanding the scope of the license may require additional assessment procedures, preliminary granting audits or re-conduct the initial tests.



## **Article 14: the required procedures from licensed body (in the case of changes that effect in validity of license)**

14/1 Licensed body cannot do any change on licensed products and commodities unless getting approval from granting authorities (the approval of changes could require additional assessment or re-conduct the preliminary tests). The related conditions of this agreement are sent to licensed bodies within 15 days from date of receiving the application (provided that the review committee is informed and consulted regarding these proposed changes before sending these conditions).

14/2 Licensed body shall inform SASO in writing about any amendments related to the production and monitoring equipment and the applied conformity system because they may effect in the conformity of products and commodities.

14/3 The establishment shall inform the granting authority in writing before commencing operations to transfer production to other declared or undeclared manufacturing sites, whether temporarily or permanently, whether in whole or in part. The granting authority informs the licensed establishment of the assessment procedures (tests or audits, etc.) required to be carried out at the new production site, within 15 days from the date of receiving the application, so that the licensed establishment can continue to benefit from the license granting.

14/4 The licensed establishment should inform the granting authority in writing of any permanent cessation of the production of the licensed products and commodities, or submit an application to revoke the license if the establishment wishes to relinquish the quality mark, accompanied by a letter to the granting authority that includes the quantity of stored products and commodities that bear the quality mark and the period required to supply these products and commodities, provided that it does not exceed 3 months.



14/5 The granting authority must, after the expiry of the specified period, take the decision to withdraw the license without the need to present it to the committee of reviewing and decision-making.

14/6 Licensed establishment shall inform the granting authorities about any legal amendments in establishment, change of establishment's name and/or trademarks.

### **Article 15: Withdraw, revoke or suspend license:**

15/1 When the licensed establishment does not comply with the provisions of this regulation and/or the granting procedure regarding the use of the quality mark, the granting authority shall inform the establishment of all observations and violations.

15/2 The licensed establishment is given a reasonable period of time to provide an appropriate response to the granting authority. After studying the response, regardless of the legal consequences resulting from the misuse of the quality mark according to Article (19) of this regulation, one of the following decisions is taken:

15/2/1 Suspending the license for a specified period - with conditions for its removal - in the following cases:

A) When the granting authority records a non-conformity or violation of the requirements that directly affects the conformity of the products or commodities during the execution of periodic monitoring audits.

B) When the establishment does not comply with corrective actions within a period not exceeding 6 months from the date of recording a violation of the requirements that require corrective actions and does not directly affect the conformity of the products or commodities.

C) Receiving a complaint from the beneficiaries about the establishment that proves a violation of the requirements for the quality mark license.



D) Evidence of using the quality mark for unlicensed products and commodities (if repeated for the second time).

E) Any violation by the establishment of the requirements of the regulation or related documents.

15/2/2 Withdrawal of the license in the following cases:

A) The establishment is unable to apply any modifications to the production of products or commodities in accordance with the requirements of the relevant technical regulations and/or standards or any modifications introduced by SASO to this regulation or granting procedure.

B) If the establishment does not wish to continue or renew the license voluntarily.

C) Evidence of using the quality mark for unlicensed products and commodities (if repeated for the third time) or in a manner that violates the policy of using the quality mark.

D) If the period of suspension of the license exceeds 6 months.

E) When the establishment does not comply with corrective actions during the specified period of suspension of the license, according to the specified conditions for lifting it.

F) If the establishment does not pay the due fees to SASO or granting authority.

G) Evidence of legal violations by the establishment such as fraud, disclosure of confidential information or hiding confidential information that would change the continuity of the license.

15/2/3 Revocation of the license, when the establishment applies for revocation of the license after obtaining it.

15/3 Withdrawal, revocation, or suspending the license does not exempt the establishment from paying the fees due to SASO or granting authority.



15/4 The establishment shall be informed of these decisions, reasons for the suspension or withdrawal of the license, and the date on which the decisions come into effect. The licensed establishment is prohibited from using the quality mark in any form, and these decisions may apply to all stages of production and/or marketing of the relevant products and commodities.

15/5 In urgent cases, especially in the case of serious violations of safety obligations, the granting authority may take a preventive measure by immediately withdraw or suspend the establishment's license.

15/6 The decision to withdraw, revoke, or suspend the establishment's license prohibits the licensed establishment from benefiting from the use of the quality mark.

15/7 When the establishment's license is withdrawn, revoked, or suspended, all associated importer and/or exporter licenses must be automatically withdrawn, revoked, or suspended accordingly.

15/8 In cases where the license is withdrawn, revoked, or suspended, the establishment shall submit a statement to SASO that includes the quantity of products and commodities that bear the quality mark stored in its possession. SASO must direct the establishment to do the following:

A) Remove the quality mark and/or destroy these products and commodities if the reason for withdrawing or suspending the establishment's license is its inability to comply with the requirements of this regulation and granting procedure, and non-compliance of products and commodities with the relevant standards and/or technical regulations .



B) Remove the quality mark from these products and commodities in an appropriate and agreed-upon manner if the reason for withdrawing, revoking, or suspending the license is the failure to renew it or pay the due fees.

C) SASO has the right to announce the withdrawal, revocation, or suspension of any establishment's license through various media outlets.

## **Article 16: Objections**

16/1 The applicant or the licensed establishment has the right to object to the decision related to not granting, withdrawing, suspending, or revoking the license through the electronic system and sending an email, based on supporting evidences. SASO must inform the applicant or the licensed establishment of the follow-up results of their application.

16/2 SASO informs the applicant or the licensed establishment of the decision confirmation through the electronic system used by the granting authority and/or email and/or letter. In this case, the applicant or the licensed establishment has the right to submit a second objection to the decision made by the granting authority by sending an application within a period not exceeding (15) days from the notification date.

16/3 SASO forms a committee to study complaints, objections, and disputes regarding this matter and review the appeal and make a decision regarding it.

16/4 SASO informs the applicant or the licensed establishment of the final decision through the system and a registered letter or its equivalent.

16/5 Objections do not cancel the decisions made during the review period until the final decision is made.



## **Article 17: The conditions of using the Quality Mark**

17/1 The quality mark must be granted based on the conditions stipulated in this regulation and granting procedure, referred to in Article (6) of this regulation and contract, provided that the licensed establishment undertakes to comply with these conditions and implement all necessary measures to ensure the continuity of fulfilling these requirements.

17/2 The licensed establishment shall only use the quality mark on the products and commodities specified in the license and in accordance with the provisions mentioned in the quality mark granting procedure. It has the right to highlight the quality mark and refer to it in marketing documents of the relevant products and commodities.

17/3 The quality mark shall be printed, engraved, affixed or attached to the products and commodities in a way that is difficult to remove.

17/4 If there is not enough space on the products and commodities or if it is impossible to affix the quality mark, the location of the quality mark can be determined by agreement with the granting authority.

17/5 The quality mark must be according to the model shown in the figure in the relevant granting procedure.

17/6 It is not permissible to place the quality mark on correspondence.



17/7 Applicants for the license cannot use the quality mark before their applications are studied and processed.

17/8 The establishment can inquire from SASO regarding obtaining official approval for the documents on which it wishes to place the quality mark.

17/9 The license to use the quality mark does not mean that the granting authority bears – in any case - legal responsibility on behalf of the manufacturer, distributor, or importer of the products and commodities.

## **Article 18: Termination of validity of the right to use the Quality Mark**

18/1 The validity of using the quality mark on products and commodities shall be immediately terminated in the cases specified in Article (15) of this regulation or if the technical requirements or related documents for the products and commodities are no longer being applied according to the conditions stipulated in Article (21) of this regulation.

18/2 When the licensed establishment is merged or liquidated, all licenses granted to it are automatically revoked, and it shall submit a new application to obtain the license.

## **Article 19: Misuse of the Quality Mark**

19/1 In addition to the decisions stipulated in Article (15) of this regulation, any misuse by the licensed establishment or by a third party of the quality mark, authorizes SASO - in cooperation with the granting authority if necessary - to take any legal action it deems appropriate within the framework of the applicable laws.



19/2 Anyone who uses the quality mark without obtaining a license, continues to use the quality mark, or advertises its use through any media, despite a decision to suspend or revoke the license, or who forges it, shall be subject to the penalties specified in the relevant laws in KSA, in addition to any other legal and administrative penalties specified in any other system.

## **Article 20: Amendments in the requirements of obtaining the license**

If any amendment is made to the requirements for granting a license that may lead to changes in the management system of the licensed establishment (such as modifying or updating the standards and/or technical regulations specified in the regulation and granting procedures), the granting authority shall inform all establishments that have obtained the quality mark of these amendments, specifying the actual implementation dates for the new requirements and informing them about the need to carry out additional assessment procedures for the products and commodities (such as testing or auditing...).

## **Article 21: Suspending the activity of granting the Quality Mark**

21/1 SASO has right to suspend granting the Quality Mark in agreement with the granting authority partially or totally. The Granting authority determines conditions and final dates, and informs all related parties.

21/2 The Granting authority will inform The Neutral committee for conformity certification procedures in SASO about this suspension.

## Article 22: Financial Costs

22/1 The method for calculating the costs of granting or renewing the license or monitoring the file:

- A) The costs of granting, renewing or monitoring the license to use the quality mark are calculated based on the provisions listed in Table (1) of this regulation, for each separate application, as well as according to the required assessment procedures.
- B) When applying for a license to use the quality mark, the application fees are calculated only once for each application, and no other fees are charged when requesting an extension or renewal of the license.
- C) When applying to expand the scope of the license, the costs specified in items (2) and (4) of the table below are calculated according to the required assessment procedures. When conducting an initial audit, the costs specified in item (3) of Table (1) of this regulation are added.
- D) The costs of studying technical and administrative documents are calculated when submitting a new application for a license, renewing a license, or requesting an extension of the scope of the license.
- E) SASO issues only one copy of the license certificate for each trademark. The establishment has the right to determine the language used to write that certificate, and the cost of it is 1000 ﷲ per copy or for modifying or expanding the scope.
- F) The cost of white audit tasks for establishments "factories" that express their desire about it during the initial granting stage is 5000 ﷲ.

22/2 Calculating travel and accommodation costs:

22/2/1 The establishment has the option of either securing travel tickets, accommodation reservations, and entry visas to the country when necessary. Alternatively, if the establishment declines to do so, the granting authority shall undertake all the necessary arrangements, with an additional 20% of the value of those



invoices, provided that travel tickets and hotel reservations are classified and calculated as follows:

- A) Travel tickets are on economy class.
- B) Hotels are not less than 4-star rating.
- C) Entry visas to the country if needed.

22/2/2 When the establishment is responsible for securing travel tickets and hotel reservations for auditors, it shall provide the granting authority with these tickets and reservations within a period not exceeding (20) days from the date of the approval letter for the audit execution date. Any delay or failure to do so will be the responsibility of the establishment, unless an official letter is sent to the granting authority explaining the reasons for not sending these tickets and reservations, including convincing justifications.

22/3 The costs of samples testing:

22/3/1 The establishment is responsible for bearing all costs for testing the samples.



**Table (1): Costs**  
(All costs are in Saudi Riyal ﷲ )

<b>Item 1</b>	Submission, study, and completion of the application (for SASO)	3000 per application
<b>Item 2</b>	Costs for studying the technical documents (for the granting authority)	2500 per working day per person
The number of working days is determined according to the approved granting procedure for each product.		
<b>Item 3</b>	Audit (initial granting / periodic monitoring / renewal / supplementary) (for the granting authority)	3000 per working day per auditor
- The number of working days is determined according to the approved granting procedure for each product. - The working days for the audit include the following: <ul style="list-style-type: none"> <li>▪ The period for studying the file, preparing for the audit, and conducting on-site audit for each member of the audit team.</li> <li>▪ Evaluating the results and preparing the reports.</li> <li>▪ Verifying and approving the implementation of the observations.</li> </ul>		
<b>Item 4</b>	The committee for reviewing and decision making (for the granting authority)	2500 per working day per member
The number of working days is determined according to the approved granting procedure for each product.		
<b>Item 5</b>	The right to use the Quality Mark (for optional products) (for SASO)	20,000 for products counts from (1 to 20), 25,000 for products (more than 20)
- Products mean their classification according to the granting procedure for the product/products. - When renewing, an additional fee of (15,000) is charged for optional products		
<b>Item 6</b>	The right to use the Quality Mark (for mandatory products) (for SASO)	15,000 for all products
- Products mean their classification according to the granting procedure for the product/products. - This item applies to commodities for which the quality mark is mandatory according to the relevant technical regulations. - When renewing, an additional fee of (15,000) is charged for optional products		
<b>Item 7</b>	Travel and accommodation	
- The establishment (applicant or licensed) secures travel tickets and accommodation for the auditors, and is classified and calculated as follows: <ul style="list-style-type: none"> <li>* Travel tickets are on economy class.</li> <li>* Hotels are not less than 4-star rating.</li> <li>* Entry visas to the country if needed.</li> </ul> - When the granting authority makes all the necessary arrangements, 20% is added to the value of the invoices for tickets + hotels.		
<b>Item 8</b>	Tests	
The establishment (applicant or licensed) bears the costs of conducting the required tests according to the specified granting procedure		