

المواصفات السعودية
Saudi Standards



The Technical Regulation for the Saudi Quality Certificate

"HAYYAK" for Beneficiaries' Services Centers

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Note:

**Only the Arabic version of this Regulation is authentic in law and is
applicable where there are differences with this translation**

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Introduction

According to the sixth article (item 1) of SASO Statue issued by the Royal Decree No. 216 on 17.06.1431 AH (31/05/2010), 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 9th article of SASO Statue issued by the Royal Decree No. 216 on 17.06.1431 AH (31/05/2010), which stated that SASO 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:

"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".

From the above, SASO issued this technical regulation to grant the Saudi Quality Certificate “HAYYAK” to the Beneficiary Service Centers that provide activities in the field of public services and that receive service applicants.

The conformity certification system for the Saudi Quality Certificate “HAYYAK” has been developed for the beneficiaries' service centers in accordance with the ISO / IEC 17065 guide "Requirements for Bodies Providing Certifying Products".

Article 1: Definitions

The following terms and definitions are approved in the framework of this regulation:

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

1/2 **Reception**: Communication between the authority and the service applicant with the aim of listening, informing, directing him and responding to his demands, and this is done through direct reception, telephone, mail or e-mail.

1/3 **Granting Authority**: it is the competent general department in SASO or any conformity assessment body accepted and authorized by SASO.

1/4 **Center**: It is the body responsible for providing services to beneficiaries (center, department, or section) in the enterprise.

1/4/1 Any government authority or private body that receives beneficiaries and / or provides services to beneficiaries.

1/4/2 Except for websites, which provide services and centers that do not have a headquarters.

1/5 **Regulation**: The Technical Regulation for the Saudi Quality Certificate "HAYYAK" for Beneficiaries' Services Centers, which determines the general conditions and rules for the work of granting the Saudi Quality Certificate "HAYYAK".

1/6 **Standards**: The approved Saudi standards.

1/7 **HAYYAK Mark**: A mark approved by SASO indicating that the Beneficiaries Service Center has an effective management system that ensures the providing of reception services to beneficiaries conforming with the Saudi regulation and standards related to it.

1/8 **Quality system:** The implemented quality directives as expressed by the department.

1/9 **Beneficiary:** Any natural person or body with legal personality, requesting / obtaining a product, service or information. Example: a consumer, an end user, a beneficiary.

Note: the beneficiary might be inside or outside the center.

1/10 **Internal guidance signs:** every written panel, colored symbol, or wall or floor signs that enable the applicant to easily identify the intended department or office.

1/11 **Beneficiary's record:** A document that includes the results that have been achieved or provides evidence or proof that activities have been carried out.

1/12 **Quality policy:** The directives and general direction of the center with regard to quality, which is officially approved in the policy of senior management.

1/13 **Person with special needs:** Every person who faces physical or social difficulties when communicating with the center, this may mean people who suffer from vision or hearing impairment, or from mental or psychological disability, or people who do not write or read well or do not master the official language (Illiterate, foreigner).

1/14 **Person with limited mobility:** every person who suffers from a mobility disability, elderly person, pregnant woman, or person accompanying a baby in the nursery, whether the person is carrying the baby or the baby is inside the stroller.

1/15 **Service applicant:** the various types of external dealers who have a relationship with a body that provides activity in the service field.

1/16 **Complaints and grievances:** an expression of dissatisfaction directed at the center regarding services or the complaints handling process itself, which is expected to resolve or respond to it, outwardly or implicitly.

1/17 **Reception halls:** A place intended to receive visitors, in which the necessary human resources are available for admission, informing and guidance.

1/18 **Sites of activity "providing the service":** the group of geographical sites covered by HAYYAK mark.

1/19 **Scope of application:** the services provided to applicants and the activities that enable the providing of the offered services. The scope shall include the first point of contact for direct reception between the service applicant and the center (department / reception desk), if any. This definition is supplemented whenever the need arises with the activities that the center has excluded from the scope of application of the Saudi Quality Certificate "HAYYAK".

1/20 **Reception desk:** windows / offices open to the public or a room to which visitors who wish to complete an administrative procedure or obtain information related to the service are directed.

1/21 **Caller:** someone who calls by the phone.

1/22 **Auditor:** A representative approved by the granting authority to carry out the audit tasks mentioned in this regulation.

1/23 **Initial Inspection:** Initial assessment carried out by the granting authority on the center applying for HAYYAK mark, for studying the management system applied in the center and the extent of its compliance with the requirements of this regulation. The results of the study and the tests form the basis on which a decision is made whether or not to grant the certificate to the center.

1/24 **Periodic Inspection:** A periodic assessment carried out by the granting authority on the center, to ensure its correct use of the mark and its continuance compliance with the requirements of the regulation and applying of the management system.

1/25 Certification Committee: A committee consisting of one member or more, formed by SASO to review and make decisions of whether to grant the Saudi quality certificate HAYYAK or not, based on the technical assessment results that conducted by the granting authority.

1/26 Contract: A document about granting the Saudi quality certificate "HAYYAK", and in accordance with it, the center has the right to use "HAYYAK" mark in the center under specific provisions and conditions for a limited period.

1/27 Certificate: A certificate of conformity issued by SASO for the center, and according to it, the center has the right to use the Saudi quality mark "HAYYAK" in order to indicate that it meets the requirements of this regulation. In addition, to indicate that the center has an effective management system, that ensures continuance of providing reception services with the required quality.

1/28 Suspension of the certificate: Suspending the center from using "HAYYAK" mark for a limited period. However, after demonstrating to the granting authority its removal of the suspension causes, the center can use "HAYYAK" mark.

1/29 Cancellation of the certificate: The cancelation of the certificate granted to the center using "HAYYAK" mark completely, and it should apply again to obtain the certificate.

Article 2: Scope of application

Provisions of this regulation are applied to the centers that apply to the granting authority for obtaining the Saudi quality certificate "HAYYAK" for quality reception to provide services in the beneficiaries' service centers.

Article 3: The Ownership of "HAYYAK" mark

The Saudi mark "HAYYAK" is exclusively owned by SASO according to the registered trademark, in addition to the registration of the Saudi mark "HAYYAK" locally it could be registered internationally in countries that have to be protected.

It is not subject to assignment (convert) or transfer except in accordance with the conditions stipulated in the Saudi Trademark System, it cannot be acquired or seized, and it is not subject to any mandatory procedures except in the cases stipulated in the relevant regulations.

Article 4: General Organization

SASO has the authority to grant the certificate, and the granting authority certifies that the center meets the requirements of the regulation. If the certificate has been issued, that means SASO is giving the center the right to use "HAYYAK" mark in the specific centers, and for some considerations, SASO may ask help from technical bodies to carry out some managerial procedures especially in the fields of technical committees' works.

When the granting authority and the technical committees apply this regulation, they meet the professional requirements and the international practices, particularly:

4/1 Provide sufficient guarantees for business impartiality towards the centers that applied to obtain the certificate. In addition to providing guarantees to the beneficiaries of those services.

4/2 Provide qualified persons and enough resources to work properly to grant the certificate.

The granting authority may assign some of the assessment procedures such as audits that are required in the regulation, to other bodies whether they are enterprises 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 Certificate

5/1 Every center has the right to apply for SASO to obtain the certificate after it meets the requirements of this regulation, and then the certification committee will review the results.

5/2 The possibility of obtaining "HAYYAK" mark for the quality of reception inside the centers is available to everybody assigned to manage any public facility that handles reception of service applicants and wishes to demonstrate its fulfilment of the requirements of this regulation. This body may be:

- Civil society institutions.
- Public or private institution or enterprise.

5/3 This regulation may apply on an entire body or part of it. In all cases, the first point of contact for direct reception between the service applicant and the body (reception section) cannot be excluded from the scope of application of "HAYYAK" mark, and the services group (scope of application) and the relevant sites (sites of activity) should be specified in writing. The letter that the center submits to obtain "HAYYAK" mark is known as "the application", while the center that submits is known as "the applicant". The approval for granting "HAYYAK" mark is done in light of the results of the application study and the commitments made by the applicant in the offer (see Article 11).

5/4 The certificate will be issued by a resolution from the authorized person in SASO (or his deputy), **and the certificate is valid for three years** and it is renewable automatically unless the center stated otherwise 60 days before the end of the certificate.

In case the certificate is granted, the recipient is called "the certificate holder" and the renewal is subject to the results of the follow-up processes described in article 8.

Article 6: Certificate Granting Committee

The committee supervises the review of all information and results related to the assessment and any other relevant information, and the decision on whether to grant / renew the certificate or not based on all the results related to the assessment.

6/1 Forming the Committee:

The committee consists of a member or several members who have the necessary technical experience and competencies in the fields of standardization, laws of specific sectors, and requirements of the Saudi mark "HAYYAK". If necessary, in addition to its main members, observers or other experts with special competencies may attend the meeting. They will be invited to attend the discussions, according to the meeting's agenda. The members shall be from those who did not participate in the previous study or assessment work related to the file subject of review and decision-making.

6/2 The committee's tasks:

6/2/1 Reviewing the files of the concerned centers and the results of the conformity assessment processes and assessment of the management system applied within the concerned centers in order to issue a decision regarding granting / renewing / suspending / canceling the certificate.

6/2/2 Submitting suggestions about any issue related to developing the conformity assessment works for "HAYYAK" mark.

6/2/3 The decision taken by the committee is submitted within a period not exceeding two weeks and is approved by the authorized person (or his deputy).

6/3 The committee's meetings:

The committee should hold a meeting whenever needed within a period not exceeding one week after all the data and the reports of the concerned center are available. The Chairman of the committee is the one who is responsible of the meeting and the committee can meet (either personally or online) for business continuity.

Article 7: Maintaining confidentiality

All parties participating in certification works including the members of the committees participating in granting works are committed to professional confidentiality and they have to keep all the documents related to "HAYYAK" mark, or documents entrusted to them from disclosure, damage, forgery or illegal possession.

SASO can allow viewing some parts of the documents of the files or all the files, if accreditation bodies, legal bodies, or the committees that are participated in certification works asked for them.

Article 8: Steps for granting the certificate

8/1 Application Submission:

The center applies for the Saudi quality certificate "HAYYAK", in which it should specify the service group (scope of application) and the relevant sites (sites of activity).

8/2 Receiving and studying of the application:

The granting authority study the application and the attaching documents. Then, it sends the results to the center in 15 days from the date of application. If there are any shortfalls, the center shall complete them through 30 day from application date.

8/3 Initial audit:

8/3/1 The granting authority appoints a team to visit the center and the reception halls for auditing during main working hours according to what has been specified by SASO and stated in the regulation.

The audit includes conducting a field visit to ensure that the arrangements specified and used by the applicant reception center meet the requirements of this regulation. All the means needed by the auditor to perform his task shall be placed under his authority and on a free basis (halls, offices, qualified persons, all documents related to the quality system, etc.).

The audit ends with a final working session in which the results of the visit are presented and during which labels of non-compliance cases are handed, when necessary, to the center in accordance with the requirements of this regulation.

8/3/2 The center is given a period of four weeks to send the proposed corrective actions and the date of their implementation to the granting authority, which in turn evaluates their effectiveness and then sends the audit report to the concerned center within two weeks.

8/3/3 The granting authority is adhered to treat the information about the center with strict confidentiality.

8/4 Granting the certificate:

8/4/1 A report about the results of the audit including the recommendation to whether to grant the certificate to the center or not is prepared. Reports will be presented to the Certificate Granting Committee according to article 6 of this regulation. The committee can request additional assessment at the expense of the center. In addition, the committee can request improvements in specific points before taking the decision of granting the certificate.

8/4/2 In the case of meeting the conditions, the certificate is granted to the center. The certificate issued by a resolution from the authorized person (or his deputy). The validity of the certificate is **3 years and automatically renewed** if the granting authority does not record any case of non-conformity, violation of requirements or the center requests to pause the certificate before 30 days from the end of the certificate.

8/5 Follow up the file and renewing the certificate (Periodic audit/renewing audit):

8/5/1 The periodic follow-up of the beneficiaries' service centers that obtained "HAYYAK" mark depends on follow-up audit visits, and the follow-up also includes assessment of the use of "HAYYAK" mark.

8/5/2 Granting bodies conduct periodic audit on the centers that obtained the certificate, on multiple occasions during the validity period of the certificate according to this regulation. This periodic audit should be more than once a year, and it includes the same

steps of Initial audit. At the end of the three-year validity period of the certificate, a renewing audit to grant the certificate of conformity is conducted.

8/5/3 The granting authority has the right to carry out unannounced visits in addition to request a service in the granted scope of application, to ensure that the center fulfills the requirements of this regulation.

8/5/4 Follow-up procedures depend on decisions taken following the periodic supervising processes. If the audit report shows any clear breach related to compliance with the requirements of this regulation, the report shall be shown to the Certificate Granting Committee, which proposes a decision in accordance with Article 6 of this regulation.

8/5/5 The following table shows the audits and follow-up processes:

Table of categories and periodicity of follow-up processes and the implementing body:

Activity	Body	Number and periodicity of visits
Initial audit visit	The granting authority	One visit when the center apply the preliminary application
Periodic audit visit		Once a year
Renewing audit visit		At the end of the three-year validity period of the certificate
Additional visits (*)		In the event of major non-conformities / or according to the decisions taken based on the audit work, or if there are complaints from the beneficiaries

8/5/6 Follow-up audit visits are organized according to the above table (which sets the type and periodicity of operations), if it is regarding to multi-site centers that perform the same or similar services.

The following table for samples of audits processes is approved:

Table for samples of audits processes:

Number of sites	Number of sites to be audited	
	Initial audit and renewing audit	Follow-up periodic audit
1	1	1
2	2	1
3 to 6	3	2
7 to 9	3	2
10 to 11	4	2
12 to 16	4	3
17 to 19	5	3
20 to 29	6	4
30 to 45	7	5
46 to 99	10	6

The number might increase if the risks analysis of the activity subject to the certificate indicates that there are special cases related to some factors, such as:

- a- The size of the sites, the number of employees and the complexity of the activity.
- b- Differences between work practices.
- c- Diversity of activities.
- d- Registering of complaints and grievances from other sources, and to assess the appropriateness of corrective and preventive actions carried out against them.

Article 9: Decisions

9/1 The inspection of the application for obtaining the certificate of "HAYYAK" mark leads to taking one of the following decisions:

A- Granting the mark with or without remarks.

B- Refusal to grant the mark, in which case the refusal must be explained.

The authorized person in SASO (or his deputy) is the one who takes the decision to grant or refuse to grant the mark after reviewing the opinion of the Certificate of Conformity Granting Committee.

9/2 The periodic auditing / renewal processes of the centers that obtained the certificate leads to taking one of the following decisions:

A- Continuation of validity of "HAYYAK" mark certificate.

B- Renewal of "HAYYAK" mark certificate.

C- A conditional renewal of "HAYYAK" mark certificate attached to it:

- Sending remarks or warning.

- Increase of supervising audit visits.

D- Suspending the certificate based on a recommendation of the Certificate Granting Committee.

E- Cancellation of the certificate based on a recommendation of the Certificate Granting Committee.

*** In the event of decisions 9/2 C - 9/2 D, the holder of the mark shall bear the additional costs required by the granting authority (or the Certificate Granting Committee) in accordance with the issued decision.**

Note 1:

If it appears during the follow-up audit at the beneficiary service centers that hold the mark that the results do not comply with the requirements of this regulation, the audit team fills out the non-conformity cases cards and delivers them to the center that hold the mark, which may be subject to one of the penalties 9/2 C - 9/2 D set out above.

In addition, the holder of the certificate is adhered to do the following:

- Implementing the necessary analyses to determine the causes of non-conformity
- Determine the necessary corrective actions
- Providing the granting authority with the corrective actions and starting their implementation.

If the granting authority believes that the corrective actions decided by the holder of the certificate require additional audit, the latter shall bear the costs of that audit.

Note 2:

In the event of a "major non-conformity" regarding this regulation and the case has been proven, SASO may take a decision to suspend or cancel the mark based on a recommendation of the Certificate Granting Committee and the interpretation of the taken decision. The holder of the certificate can object to the taken decision in accordance with Article 15.

Article 10: Requirements to obtain the certificate

This article sets the processes and procedures that must be established, maintained and implemented by the owner of the beneficiaries' service center applying for the Saudi quality certificate "HAYYAK", in accordance with this procedure without prejudice to it, to ensure the quality of reception services provided in the beneficiaries' service centers concerned with the use of "HAYYAK" mark.

It includes the quality standards for the services that the owner of the beneficiaries' service center applying for the Saudi quality certificate "HAYYAK" must comply with.

10/1 Requirements related to the Quality System:

The center shall establish, document, implement and maintain the quality system and continuously improve its effectiveness in accordance with the requirements of this regulation. In addition, the center should control the processes related to providing reception services and prove that it has an effective quality system that ensures the complying of quality of reception services provided in the beneficiaries' service centers with this regulation.

10/1/1 Quality Policy

The center's management shall document a quality policy with clear goals through which it reflects its management that aimed at improving reception and employee participation, and it shall:

- A- Determine the application field of the mark and the relevant sites (activity sites).
- B - Ensure that the quality policy is declared and understood by all employees and different levels of the center.
- C- Determine the means to implement the policy to achieve its goals (providing the necessary equipment, organizing work, organizing sites, determining the records, being able to use the facilities and their equipment, appointing qualified personnel to provide services, and carrying out checks for good implementation to ensure the proper functioning of the management system).

The center shall provide a service provision charter for the beneficiary, in addition to the necessity to document it and be approved by the higher management and declared to the beneficiaries.

Note:

The service provision charter for the beneficiaries specifies the Center's obligations in the field of providing services (the period of service provision, the duration of handling the complaint, the period of responding to the inquiry, the rights of the beneficiary in the service, etc.).

10/1/2 Responsibilities inside the center

A- Regardless of his other duties, the center's management shall appoint a member of the center to assume the responsibilities and powers necessary to ensure that the quality system's processes are established, implemented, and maintained, control documentation related to obligations, coordinate and follow up on the internal audit, beneficiary satisfaction survey, work plans, prepare the annual evaluation, and communicate with the granting authority regarding the certificate of conformity's works for the Saudi mark "HAYYAK".

B - Each center shall identify the responsibilities of each person whose work will have an effect on the level of commitment, which requires the discovery of:

- a. Organizational structure
- b. Description of the jobs.

10/1/3 Documentations' requirements

Documentary regulation relates to all approved reference documents, as well as all data relevant to the application of the various elements of the mark and the records that serve as proof of that application.

The rules required to control documents and records shall be described in order to explain the following:

A- How to prepare, edit, distribute, update, and shred them.

B- How to approve the appropriate documents prior to their issuance, review and update documents as required and re-approve them, ensure that the applicable amendments and reviews of documents are distinguished, ensure that appropriate versions of the applicable documents are present in the places of their use, ensure that the documents are clear, legible, and distinguishable, and to prevent unintended use of canceled documents and use an effective method to differentiate them in the event that they must be saved for any purpose.

C- The approach of supervising the center's records in order to provide proof of compliance with the requirements and the quality system's effective operation. The

center shall define the controls required for labeling, storing, securing, retrieving, maintaining, and disposing or shredding records.

10/1/4 Submitting of complaints handling (responding to customers complaints)

The Center shall respond to all written complaints and grievances related to the enforcement of this regulation that fall within the scope of application of the mark within one month. Requests related to obtaining a concession from the center or the concerned authority, as well as judicial complaints related to the appeal of the legality of an administrative decision, are excluded.

In addition, the center shall:

A- Maintain a record of all complaints submitted to it, and allocate a file for the beneficiaries' complaints and grievances containing the date of the complaint, its subject, and the name of its owner and the date of its handling.

B- Take appropriate procedures in response to these complaints or regarding any breach in the provided services that would affect the conformity with the requirements for granting the Saudi quality certificate "HAYYAK".

C- Document the taken procedures.

D- These records shall be available to the auditors of the granting authority during the visits.

10/1/5 Measuring the level of beneficiary satisfaction

Once a year, an opinion survey shall be performed to determine the level of beneficiaries' satisfaction and expectations, either through the reception center or through bureaus specialized in this area, as well as measuring beneficiaries' satisfaction via (phone, e-mail, or direct interview with the beneficiary).

A- The sample targeted by the survey shall be selected in a systematic manner to ensure good representation and the collection of real results, which guarantees that the decisions made are right and increase the quality of provided services.

B- The service evaluation function shall be available via phone, direct reception, and the website.

C- The survey results shall be used and approved to notify beneficiaries and employees (for example, via a panels or an informative message), as well as taking corrective measures.

D- Satisfaction in handling process with complaints must be measured, and there is organized procedure must be taken to determine the levels of complainant satisfaction about handling the process. Random questionnaires and other methods may be taken of the complainants.

Note: One method to improve satisfaction with the complaints handling process is to encourage the communication with the complainant and the center.

10/1/6 Indications

In order to respect the specified obligations of this regulation, the center must define performance indicators and monitor them periodically. It should include indicators to measure the beneficiary's satisfaction about the level of quality of services and take into account its outputs and every related information. In addition, it should include indicators that show the levels of development in providing remote service.

Note: **Indicators of remote service**: They are effective indicators for measuring the performance of centers and knowing the extent of their progress through the E-services. Indicators help every center in determining and confining its service. Also, it set road map to convert the service from traditional services to E-services with improving their level.

Types of indicators:

1- **Indicator of number of services**: The indicator measures the number of traditional services (still served in a traditional method) that the beneficiary visits the center to obtain the service. The indicator compares the number of services

that convert to E-services. In addition, the indicator measures the number of services that directed to each beneficiary.

2- Indicator of maturity: This indicator is based on measuring the level and degree of progress in providing E-services. This can be achieved only by changing and simplifying of the internal work procedures of the center.

3- Indicator of rates of using E-services: It measures the rate of using electronic channels in comparing with the traditional channels for obtaining the service.

The four maturity levels of e-services:

1- Information service: It provides information about the service through electronic channels. It contains the description of the service and the requirements for obtaining the service (as application form, if any).

2- Interactive service: The interaction is in one direction from the beneficiary to the center, so that the center allows the beneficiary to fill out the electronic form by electronic channels and send it to center electronically. The beneficiary should visit the center to complete the procedures of service and obtain it.

3- Procedural service: The interaction is in two-method, from the beneficiary to the center and vice versa, so that the center allows the beneficiary to fill in the form electronically then send it to center. The center implements the service with all its procedures inside the center until the end and with no need to visit the center by the beneficiary.

4- Integrative service :The interaction is in two-method, from the beneficiary to the center and vice versa, so that the center allows the beneficiary to fill in the form electronically then send it to center. The center implements the service with all its procedures inside and outside the center by integrating with other bodies until the end and with no need to visit the center by beneficiary.

0/1/7 Corrective / preventive procedures:

A. The center must take the necessary procedures to eliminate the causes of non-conformities and take corrective / preventive procedures to prevent their recurrence. Corrective and / or preventive procedures must be appropriate with the effects of detected / or potential non-conformities.

B. The center should determine the necessary rules and steps to define the following requirements:

- * Reviewing non-conformities cases (including beneficiary complaints).
- * Identifying the causes of detected / or potential non-conformities cases.
- * Evaluating the need for action to ensure that there are no cases of non-conformities/ or to prevent non-conformities.
- * Determining and applying the required corrective / preventive procedures.
- * Keeping the records of the results of taken procedures.
- * Reviewing and monitoring the effectiveness of the corrective / preventive procedures.

10/1/8 Internal Audit

Each service center must perform internal audit annually that covers the various activities in the scope of application certification including handling process of the complaints. The audit should be as following:

A- Qualified auditors implement internal audit with avoiding conflicts of interest. Therefore, that employee must not participate in the audit on department and if he works in it.

B- The internal audit enables verification of the fulfillment of requirements that mentioned in regulations.

C- Preparing the audit under the supervision of the quality officer with the participation of the concerned parties of quality management.

D- The results of the audit must be documented in a report that also contains the procedures that were taken on depending of the audit. Setting the recorded violations during the internal audit in corrective procedure plan.

E- Establishing a program to monitor correcting of recorded non-conformities cases during audits process.

10/1/9 Annual evaluation meeting

The center must hold the annual evaluation meeting with high management at least once a year. The meeting is prepared under the supervision of the quality official with the participation of the concerned parties of the quality system. The agendas of meeting include the following points:

A- Analyzing the data that reflect the quality of the reception. The analysis should include at least the following data:

- Indications.
- Private questionnaire of beneficiary satisfaction.
- Internal audits.
- Complaints and grievances.
- Monitoring the improvement works that are accomplished as part of the previous annual evaluation meeting.
- Legal developments that may occur.

B- Approving the improvement works that should be performed. Those works are related to provide the materials and the internal organization. The works are included in plan in which at least one officer (or responsible officers) explain each work and the date of completing the plan. The quality officer prepare report on this evaluation and approved by the highest authority in the reception center.

10/2 Technical requirements for reception quality to provide services f beneficiaries:

10/2/1 General requirements

10/2/1/1 Maintain security of beneficiaries' information

- The center must take the security of the beneficiaries' information and privacy very seriously, so that the most important point between the center and the beneficiary is maintaining the transparency of the process of collecting personal information. Providing active options for beneficiaries that aim to protect their confidentiality by using of specialized solutions in security and the protection of beneficiaries.
- The access to information of beneficiary should only be granted to authorized persons. The beneficiary must provide the minimum information at least according to the needs, in order to make the center provide the best service.

10/2/1/2 Commitment with national laws and legislation

- The requirements of locally applicable laws and legislations must be met and not violated, whether at the level of the center's policy, operations or employees.

10/2/1/3 Decency and care

Employees of beneficiary service must be courteous, well-mannered and professional. In addition, they should behave in a decent, respectful manner and proactively serve the beneficiaries. They must also understand the beneficiaries' problems and handle their requests responsibly and professionally.

10/1/2/4 Morals and good Looking

The Beneficiaries Service Center must set a special policy urging the need for caring, good looking and respecting the beliefs and social traditions in the country

in which the center provides its services. The center's employees must keep to comply with the requirements of this policy.

10/2/1/5 Providing information

- Providing information about the services by the center must be available and determining the requirements for using these services and how. In addition, the beneficiaries must be kept informed about the stages of service progress.
- Providing simplified explanation of all the services that provide by center, as well as simplified explanation of the beneficiary's rights and requirements, and explanation of the penalties for each violation by the center or the beneficiary (If any).

10/2/1/6 Response

Responding to the beneficiary's request must be done directly from the first contact, quickly, efficiently and immediately. The employee must deal with difficulties quickly without transferring them to another employee.

10/2/1/7 Quality and Reliability

- The beneficiary must receive the service as promised, the service must be provided to the beneficiaries without any mistakes and the difficulties that may arise should be dealt with it immediately by providing correct information and proper procedures.

10/2/1/8 Easy Communication and Value Added

The beneficiary must obtain the service in different ways, and the service must be available at the time he desires through the channels that he prefers (email - fax).

The service has value added.

10/2/1/9 Focus on beneficiaries

- All employees must consider the beneficiary as the most important part of their work, and they should always try to provide him with excellent service.

10/2/1/10 Responsibility and empowerment

- Responsibility and evaluation for providing the service is essential things to present excellent service to beneficiary. In order to establish the principle of responsibility that applied by all beneficiary service employees, it must set clear and balanced mechanisms for employees who perform their work in the best way and develop the performance of the other employees.

10/2/1/11 Collaboration and team spirit

- Care must be taken to achieve common goals and objectives
- Achievement must be appreciated
- Beneficiaries shall not be avoided.
- The employee should not blame or accuse others.

10/2/2 Requirements for providing contact information with the service center.

The following information about the provided services should be made clear for the beneficiaries:

- The worktime for providing the service for direct reception by phone or modern electronic methods, as well as the methods for booking appointments.
- Methods for contacting with the service center (mail – phone – fax – email – website - etc.).
- Address, e-mail address, phone and fax numbers of the center.
- The necessary information to reach the headquarters of the relevant center (Parking lot near the headquarters - reaching the headquarters by public transport - accessible place for special needs).
- Remote communication (website, toll free, interactive services etc.).
- How to file complaints about the center's services.
- Maintaining the cleanliness and environment of the work place.
- Explaining the requirements of service by available means of communication.

The necessary information must be available in the reception of center and on the website, if any. The beneficiary can request and obtain the information by mail or e-mail. The presented information must be updated if needed.

The working times and timing of the center must be clearly stated at the main entrance of center. The mail, e-mail and phone numbers must be available on the phone book and any similar reference. This data should also be updated as necessary.

10/2/3 Good reception and direction

10/2/3/1 Requirements for reception and telephone direction

This item relates to specified numbers to receive customer and visitor calls, during or outside working hours, by recorded message or audio post. This item also relates to direct numbers for responding by the employee or requesting for waiting and transferring.

In telephone reception, the following conditions are required:

- Recording the phone call and informing the beneficiary of Customer Service Center at the beginning of the phone call.
- Providing a voice message that includes basic information about working time without necessarily to respond by voice message.
- Answering the call within a maximum of five rings, or find other solutions to communicate with the beneficiary (for example: exceeding the five rings, it is transferred to the automatic response and giving the beneficiary the option to wait or call him back from the center with determining time).
- Welcome the caller with approved salutation (For example: Peace be upon you, thank you for calling, this is.... how can I help you?)
- Listening carefully and not expecting about what the beneficiary is asking for because expectation will lead to give him wrong information.

- Determining the needs of the beneficiary and responding in terms that show the employee's interest in conversation and answering by terms that reflect interesting and listening (for example: yes, of course and true).
- The employee should summarize the opening statement to maintain focus, ask polite clarifying questions to ensure that he understood the beneficiary's needs and avoided interrupting the beneficiary. The name of the beneficiary must be used at least twice during the conversation.
- Listening to the beneficiary's tone of voice to understand his feelings and then explaining the internal procedures.
- In the event that the employee needs to see some information, specific account or needs to obtain personal information about the beneficiary, the employee must explain the reasons for the need of this information and request permission from the beneficiary.
- Directing the Beneficiaries quickly to the concerned party, through either central or the audio post. When the beneficiary calls central, the central must ask the beneficiary question about his request and inform him of the concerned center before transferring.
- If there is a need to transfer the beneficiary to another body, the employee must explain the reasons and inform the beneficiary about position and identification of person who will transfer to him. Then the employee asks the beneficiary for permission before transferring to the waiting status. The beneficiary should not wait on the line for more than 30 seconds. Suspending the contact with the beneficiary to inform the employee to whom transferred about necessary details. The employee should introduce about himself and thank the beneficiary for waiting, then talk directly about subject.
- Noise isolation during the call of the beneficiary.

- The employee must determine the maximum period for that the service center required providing the service to the beneficiary. This period must be consistent with the nature of the center's work and activity.

10/2/3/2 Requirements for direct reception and direction

Determining the needs of the beneficiary by asking questions politely to ensure that the beneficiary's needs are understood and answered with phrases that show the employee's interest during the conversation (for example: yes, of course and true). The name of the beneficiary must be used at least twice during the conversation.

The following part includes the requirements for communication skills of employees of beneficiaries' service and verbal communication when directly receiving beneficiaries:

A- Voice Tone:

The change in tone of voice adds interest the words spoken by the employee. The employee must use the appropriate phonetic and verbal characteristics to persuade and trustiness.

B- Speed:

The speech should be a way that allows the beneficiaries to understand and remember the information, where the pace of speech should not be rapid, especially if the conversation includes many details and technical information. The conversation should not be slow so that the beneficiaries do not feel bored. For example (if the beneficiary needs to see some information about the service or more details, the employee must send it directly).

C- High volume:

Determining high or low the volume when speaking by the noise level in the workplace. The employee may want to emphasize certain point, but he should avoid shouting or speaking in faint voice that is difficult to hear.

D- Respect:

Respect can be expressed in different ways taking into account the different customs and cultures of people through (Gestures, indications, eye contact, symbols etc...) , in addition to avoiding things that should be avoided.

E- Understanding:

The employee puts himself in the position of the beneficiary and tries to understand his position and point of view.

F- Openness:

The difference in viewpoints must be accepted without making judgments and that by listening. The employee must accept the idea that he may have to change his habits or way of thinking.

G- Being patient:

It is important to be persistent and patient when interacting with different cultures.

H- First impression:

At the beginning of the deal with beneficiary, the employee must remember that there is only one initial impression, and there will be no second chance to remedy the matter and improve this impression.

10/2/3/3 E-mail requirements:

This item relates to receiving inquiries of beneficiaries through e-mail. In the electronic reception of inquiries and requests, the following is required:

- Providing text message on the website including related basic information to the required working times for responding the e-mail.
- Providing text message on the website containing the necessary basic information that the beneficiary should provide during his request by e-mail.
- Speeding in response to the beneficiary within a maximum of 3 working days.
- Reading email well and not speculating on what the beneficiary' request. This may lead to give him wrong information.

10/2/3/4 Requirements for electronic reception "chat" (if any)

This item relates to receiving inquiries from customers and visitors through the chat website. In the electronic reception of inquiries and requests, the following is required:

- Providing text message on the website that includes related basic information to working hours in the online chat service.
- Recording the electronic conversation and sending the conversation to the beneficiary on the e-mail after completing his request.
- Speeding in response of communication with the beneficiary in a maximum of two minutes.
- Greeting the caller via chat through the approved greeting and requesting for the beneficiary's information directly. In the event that the electronic connection to the service (the Internet) is disconnect, the service provider must call back the beneficiary. (For example: (Peace be upon you - thank you for contacting the chat service - my name is ... - please give me your name and your contact information in case your contact is disconnect so that I can call you back - how can I help you?).
- Reading well and not speculating on what the beneficiary is requesting. This may lead to giving him wrong information.

- Determining the needs of the beneficiary and responding in terms that show the employee's interest in conversation and answering by terms that reflect listening and listening (for example: yes, of course and true).
- The employee should summarize the opening statement to maintain focus, ask polite clarifying questions to ensure that he understood the beneficiary's needs and avoid interrupting the beneficiary. The name of the beneficiary must be used at least twice during the conversation.
- In the event that the beneficiary needs some information about services or more details, the employee must provide the information directly by link or writing the information on the chat
- The employee must determine the maximum period for that the service center required providing the service to the beneficiary. This period must be consistent with the nature of the center's work and activity.

10/2/4 Requirements for providing service for people with special needs

10/2/4/1 Facilitating procedures for beneficiaries with special needs:

The needs of this class of beneficiary are different from the needs of others, and they maybe even different from one beneficiary to another. It is very important that the service employees identify the needs of this beneficiary, provide additional services. Such as filling forms, printing documents and materials in bold, getting help from partner to translate, provide detailed explanations, or do any other facilitative matter (for example the service of moving to the beneficiary's car). Providing private parking for them in front and close to the building. The special needs of beneficiaries include, but are not limited:

A- Blind and visually impaired

- Members of this class are not able to read the forms or collect information from brochures or websites, so the employees must provide instructions and detailed information to this class of beneficiary. The employee helps the beneficiary to fill the forms when need.

- Employees can print documents in bold fonts in order to be clear in reading.
- When receiving beneficiaries of class, the employee must go to them, introduce himself clearly and take care not to touch him without asking his permission.

B- Deaf and hard of hearing

- Members of this class face difficulty in hearing verbal instructions. The employee must ask the beneficiary whether he prefers to use another method of communication (such as writing).
- The employee should be clear, accurate when giving instructions, and make sure that the beneficiary looks at him before starting to speak.
- The employee can communicate with the beneficiary in another office in an atmosphere of privacy, which allows him to speak a loud without compromising the privacy of the beneficiary.
- If the beneficiary uses sign language, the employee should try to find partner who can communicate with the beneficiary in this language. Appropriate methods must be provided to deal with those who use sign language, especially in places where there are many beneficiaries of the deaf and hard of hearing (For example medical clinics and health centers that serve this class)

C- Suffering from problems with language or pronunciation

- Persons of this class may have a condition that causes them to stutter, make it difficult for them to pronounce words, prevent them from speaking well or from understanding the language used in speaking or writing. It is necessary for the employee to remember that the presence of a certain disability in the beneficiary does not mean the existence of another disability. (For example: if the beneficiary has difficulty speaking, it is not assumed that he suffers from a mental disability).
- In this case, employees must ask questions that can be answered with "yes" or "no", and ask the beneficiary to repeat the information if they do not understand.

D- Persons with physical disabilities

- Individuals of this class may face difficulty in going to service centers, and difficulty approaching windows or service offices. Accordingly, the best way to serve this class of beneficiaries may be via phone or e-mail.
- In case of the need for their presence personally to the service center, the necessary arrangements must be made to secure their attendance to the facilities and facilitate their entry to it. Trying to be make their waiting period short, and to ensure that they are not forced to return to the center again except in the case of extreme necessity. The arrangements are booking appointments for these beneficiaries and calling them or emailing them before the appointment to inform them about the documents that they have to bring with them.
- The necessary awareness must be made for receptionists about how to receive beneficiaries with special needs and to adapt with the nature and quality of the perceived difficulty, while making sure to facilitate their task.

10/2/4/2 Calibration for providing service to beneficiaries with special needs:

The needs of this class of beneficiaries differ greatly from the needs of others. In fact, it may differ from one beneficiary to another within the same class. It is very important for the beneficiary service employees to identify the needs of this class of beneficiaries to provide additional services, such as filling out forms, printing documents and materials in bold, using a colleague to translate, provide detailed explanations or facilitating other thing.

The beneficiaries of this class include, but are not limited to:

A- Old persons

This class of beneficiaries needs to be patient and gentle in dealing, and to help them fill out forms, complete most of the service stages and send the service to them so that the beneficiary does not return to receive the transaction.

B- Women

This class needs special treatment, giving them the necessary priority and privacy and providing them with a special employee or private office for women according to the laws and the needs of the beneficiary (such as separating waiting place for women from waiting place for men, also taking into account pregnant women and infants by giving them priority).

C- Injured

This class of beneficiaries needs special treatment as they have injuries that prevent completing the transaction in the usual way with the required speed. The employee must help them to fill out forms, complete most of the service stages, and send the service to them so that the beneficiary does not return to receive the transaction.

D- Beneficiaries who do not speak Arabic

The members of this class are foreigners, as they have difficulty speaking / understanding Arabic. The Center must make all efforts to provide employee at the center who speaks a language to understand and communicate with this class of beneficiary.

E- Illiterates

The beneficiary service employees must be patient and try to communicate with them in various ways, especially helping them fill out forms and complete most of the service stages.

10/2/5 Requirements for providing information to the beneficiary

10/2/5/1 Facilitating the process of preparing and keeping files of beneficiaries

- All possible information and clarifications must be provided to help the beneficiaries as much as possible to fill out the administrative forms and complete their files through one of the available communication channels such as mail, email or phone. The maximum period during which the service center is committed to providing the response must be determined.
- Using written and electronic forms of correspondence in an appropriate language commensurate with the understanding of the beneficiary.
- The center must give receipt to every person who applies to one of the Beneficiary Service Centers to benefit from its services.
- If postal or electronic means are approved in sending the file or the request when benefiting from the service, the postal stamp or electronic notification of delivery shall serve as the receipt provided above.
- All correspondence issued by the Center must contain at least the following data (follow up the file, full name of the employee in charge of the file, his/her contact details, date and place of issue).

10/2/6 reparation Requirements of Reception Halls

10/2/6/1 Place of Reception

- A staff member must be present on an ongoing basis during the center's working hours to undertake the service of beneficiaries at the windows and at the reception offices.
- A mechanism must be put in place to arrange the waiting of beneficiaries.
- Offices receiving clients must be marked with easily recognizable guidance boards.

- When a central reception point is available, the receptionist must quickly receive the beneficiary and direct him/her to the concerned person and must inform the beneficiary of the name and location of the concerned body.
- Beneficiary service staff should be careful not to leave beneficiaries waiting in line or in the waiting area for long periods, they should be welcomed in a friendly and professional manner, make them feel fully paid attention, the work of reception staff should not be combined with the work of service providers.
- A simple explanation should be provided about all the services and methods of application on which the center can provide to the beneficiary (for example: brochures, electronic screens or infographics).

10/2/6/2 Reception and Waiting Halls

- The reception area must be adequately illuminated and air-conditioned, the floor, furniture and windows must be kept clean from dust, guidebooks and awareness documents should be organized and arranged, and the provision of adequate seats in good condition and be compatible with the service of persons with special needs.
- If the waiting time for the service exceeds 30 minutes, the reception halls must be equipped with the necessary services (e.g. a prayer room, restrooms, drinking water, cafeteria, etc.).
- The beneficiaries should be provided with office equipment in good condition (document copier, wifi, fax machine, mobile and smart devices charging area, etc.) with regular maintenance, informing the beneficiary of the availability of these services and how to use them.
- A security, safety and alarm system must be provided to maintain the safety and security of beneficiaries (fire alarm systems, fire and evacuation procedures, emergency exits, etc.).
- Cameras and surveillance devices must be provided.

Article 11: Conditions of Application

11/1 Applications are divided into:

- A- Initial granting of the mark to one or several receiving sites.
- B- Expanding or changing the scope of the mark to other sites.
- C- Changing the application scope of the mark.
- D- Renewal of the grant of the mark after three years of obtaining the certificate.

11/2 Conditions that must be met by the center applying for initial granting:

11/2/1 The center must be legally licensed, and its field of work is consistent with the fields of services specified in the application.

11/2/2 Accepting all the conditions contained in this Grant Rules Regulations.

11/2/3 Establishing and implementing an effective management system that meets the requirements specified in article (10) of this regulation, and ensures the continuity of the provision of reception services that conform to the requirements in the field of application and the activity sites specified in the application for the certificate.

11/2/4 Adhering to announce amendments related to the scope specified in the certificate application.

11/2/5 Adhering to identify and maintain the name of the center to be granted the certificate, and notify the granting authority of any change in this name.

11/2/6 Adhering to put the mark (HAYYAK) in the manner and method described in article (17) of this regulation, and that the use and display of the mark be limited to the reception halls that have obtained the certificate only.

11/2/7 Keeping a record of complaints and grievances related to the services provided and the actions taken towards them, so that they are accessible to the auditors upon request.

11/2/8 Adhering to provide all necessary facilities to the granting authority (or its attendant) when conducting the audit and providing it with all information, including quality control methods, records of reception and services provided at any time.

11/2/9 Adhering to inform the granting authority of any promotional document (brochures) for the services provided.

11/2/10 Unconditionally comply with decisions taken pursuant to these regulations.

11/2/11 Filling out the specified application form, and attach all required documents.

11/3 The initial grant applicant must prepare a file containing the following elements:

- The application to obtain the mark clearly indicates the field of application (services offered to the applicants) and the activity locations (geographical locations concerned).
- Organizational structure.
- A list of performance indicators that he has followed for at least four months with results.

11/4 When submitting the application to obtain the mark for the first time, a copy of this regulation should be sent to SASO that should have the phrase “It has been viewed it agreed upon” with the date and signature and the “Reception body” stamp on the last page, in addition to the applicant placing his official stamp on all pages. SASO, upon acceptance of the file (a file that meets all the conditions, including the determination of the scope of application) submits a financial proposal for granting conformity certificates for three years, and the contract will be sent to the granting authority dated and signed by the applicant center.

Article 12: expanding or changing the scope of application

12/1 The centers receiving the certificate can submit a request to SASO to expand or change the field of application of the certificate on new sites or services, specifying the service to be granted the certificate and the site or field to be changed according to the specified form.

12/2 The application to expand or change the field of application to grant the certificate is studied, and the center is informed of the results of the study and the conditions required to expand the scope of the certificate within 15 days from the date of submitting the application.

12/3 Expanding or changing the scope of certification may require additional assessment procedures, and a visit to expand or change the scope of application may be scheduled according to the case (combined with a follow-up audit, for example).

Article 13: Procedures required by the holder of the certificate (in case of changes that affect the validity of the certificate)

13/1 Any amendments related to the services provided by the certified centers can only be applied after obtaining the approval of the granting authority (acceptance of the amendments may require additional assessment procedures).

The conditions related to this agreement is sent to the holder of the certificate within 15 days from the date of receiving the application (the Certification Committee should be informed and consulted about these proposed changes).

13/2 SASO shall be informed in writing of all amendments related to the management system applied in the center that could have a significant impact on conformity.

13/3 The granting authority shall be notified in writing before starting the temporary, permanent, total or partial transfer of the sites that obtained the certificate to another place (s) that were not notified in the initial application. The granting authority informs the licensee within 15 days from the date of receiving the application about the required assessment procedures (audit visit) that it intends to implement on the new site, so that the holder of the certificate can continue to benefit from it.

13/4 The center that obtained the certificate should inform and notify the granting authority in writing of every final suspension of providing the services granted, or submit a request to suspend the certificate if it wishes to abandon the certificate with submitting a letter to the granting authority that includes the actual date of suspending the use of the mark, provided that it does not exceed 3 months. During the end of the period, the granting authority makes the decision to cancel the certificate.

13/5 The licensee shall inform the granting authority about any legal amendments about the center and / or changing the name of the center.

Article 14: Suspension or cancellation of the certificate

14/1 The certified center shall be informed of all observations and violations if it does not comply with the conditions of use of the "HAYYAK" mark and apply the provisions of this regulation.

After studying the response, without determining the legal consequences resulting from the misuse of the mark in accordance with Article 19 of this regulation, one of the following decisions is taken:

14/1 Suspension of the certificate for a specified period, with the conditions for its lifting, in the following cases:

14/1/1 In the event that during the follow-up work, the granting authority registers cases of "major non-conformity" resulting from the violation of the requirements and directly affect the matching of reception services.

14/1/2 In case the center does not adhere to correction within a period not exceeding 6 months for cases of "minor non-conformity" resulting from the violation of the requirements, which requires corrective actions and does not directly affect the conformity of reception services.

14/1/3 If the center stops providing services for a period exceeding 6 months.

14/2 Cancellation of the certificate, and applies in the following cases:

14/2/1 The Center's inability to implement any amendments made by SASO to this regulation.

14/2/2 If the center does not desire to renew the certificate.

14/2/3 If the center stops providing services for a period that exceeds 12 months.

14/2/4 If the certificate suspension period exceeds 6 months.

14/2/5 In case the center does not adhere to take corrective actions during the period of suspension of the specified certificate, in accordance with the conditions set for its lifting.

14/2/6 If the center does not pay the duty costs to SASO or to the granting authority.

14/3 The cancellation of the certificate does not exempt the center from paying the duty costs to SASO or to the granting authority.

14/4 The party concerned should be informed of these decisions, the reasons for the suspension or cancelation of the certificate and the date of the beginning of the application of the decisions, and accordingly the holder of the certificate should be prohibited from using the "HAYYAK" mark in any way.

14/5 In urgent cases, particularly in case of serious violations of safety obligations, the granting authority may apply the suspension or cancelation of the certificate immediately as a preventive action.

14/6 In cases of suspension or cancellation of the certificate, SASO directs the center to do the following:

14/6/1 Removal of the mark from the reception halls if the reason for the suspension or cancellation of the certificate is the inability of the center to meet the requirements of this regulation.

14/6/2 Removal of the mark in an agreed appropriate manner if the reason for the cancellation of the certificate is its non-renewal or non-payment of the costs due to it.

14/7 SASO has the right to announce the suspension or cancellation of the certificate for any center in various media.

Article 15: Objections

15/1 The applicant or the holder of the certificate has the right to object to the decision regarding the refusal, suspension or cancellation of the certificate on the basis of supporting evidence, by sending a request to SASO within a period not exceeding 15 days from the date of notification of the decision.

15/2 If the objection is accepted, SASO forms the members of the objections committee to consider, review the objection and make a decision on the subject matter, and this committee may seek the assistance of any competence it deems competent to carry out additional investigations related to the file in question.

15/3 The applicant or the holder of the certificate shall be informed of the final decision by a registered letter or equivalent, by SASO.

15/4 Objections do not rescind decisions made during the period of their consideration until the final decision is taken.

Article 16: information on the certified centers and marketing of "HAYYAK" mark.

16/1 Publication of information about "HAYYAK" mark.

16/1/1 SASO is responsible for supervising the publishing of “HAYYAK” mark and the certified centers, and monitors the expansion and spread of “HAYYAK” mark in general.

16/2 Promoting "HAYYAK" mark

16/2/1 The granting authority is responsible for promoting “HAYYAK” mark, as well as the advertisements and promotional activities related to “HAYYAK” mark. The granting authority undertakes all necessary and required measures to expand the scope of applications for “HAYYAK” mark after the approval of SASO.

16/2/2 Certified centers can also take the initiative, at their own expense, in organizing advertising campaigns on the application of "HAYYAK" mark, under SASO's supervision.

Article 17: Conditions of use of "HAYYAK" mark

17/1 "HAYYAK" mark is granted based on the conditions set out in Article (10) of this regulation, which the certified centers must comply with, and all the certified holders undertake to carry out all necessary procedures to ensure the continuity of fulfillment of these requirements.

17/2 The use of "HAYYAK" mark is limited to the reception sites to which it was granted, i.e. reception sites specified in the activity sites.

17/3 The centers that obtained the certificate should display “HAYYAK” mark in the reception halls specified in the certificate only and in accordance with the provisions mentioned in this regulation. Accordingly, they are entitled to display “HAYYAK” mark and refer to it in the marketing documents for services in the field of application. Each violating advertisement to the certificate holder should

be subject to penalties for fraud and / or false advertising in accordance with the laws applicable in the Kingdom.

17/4 The owner of the mark should avoid, in particular: -

17/4/1 Stating "HAYYAK" mark in documents (invoices, delivery authorizations, advertising brochures, etc.) other than those used in the reception sites that obtained the certificate in conformity, so that this leaves no room for ambiguity.

17/4/2 Putting "HAYYAK" mark on the official letters that have the enterprise's logo, which are used in correspondence.

17/4/3 To ensure a better understanding of this point, the center can inquire with SASO for official approval of the documents in which it wishes to highlight the mark.

17/5 Certificate applicants do not have the right to use the mark before or during the process of studying and processing their applications.

17/6 The use of "HAYYAK" mark does not mean that SASO - in any case - bears legal responsibility instead of the center for the services provided and to ensure compliance with the requirements stipulated in the laws and regulations.

17/7 "HAYYAK" mark should be according to the form shown in the figure below.

A- Protection of the symmetry of the mark

The typical mark is used on a white surface, colored background, or surrounded by images or text.

The clarity of the mark should be ensured in order to ensure color consistency and the following proportions can protect against deformation or disintegration of the mark and therefore should be respected automatically.

B- "HAYYAK" mark



Article 18: The validity of the right to use "HAYYAK" mark has suspended

18/1 The right to use “HAYYAK” mark in the centers stops automatically in the cases stipulated in Article (14) of this regulation or if the reference standards are no longer applied in accordance with the conditions stipulated in Article (10) of this regulation.

18/2 Any suspension or cancellation of the certificate should prevent the use of "HAYYAK" mark or even reference to it, and the center should take all necessary actions to remove the badge on all sites that do not comply with the requirements.

18/3 In the event of merging or canceling the center, all certificates granted to it automatically suspended and a new application must be submitted to obtain the certificate.

Article 19: Misuse of "HAYYAK" mark

19/1 In addition to the decisions stipulated in Article (9) of these regulations, any misuse of "HAYYAK" mark by the holder of the certificate or by a third party, SASO - and in close cooperation with the granting authority - is authorized to take any legal action they deem appropriate within the framework of the regulations applicable in the Kingdom.

19/2 The following cases are considered cases of use in violation of "HAYYAK" mark:

19/2/1 In reception sites where the application for the mark is still being studied or the application for the certificate has been rejected, suspended or cancelled.

19/2/2 In a group of reception sites that only some of them have been granted the certificate.

19/2/3 In reception services other than those that have been granted the certificate (outside the application scope).

19/3 Anyone who uses "HAYYAK" mark without obtaining the certificate or who continues to use it or advertise using it by any means of the media despite a decision to suspend or cancel the certificate or falsify it should be subject to the penalties specified in the relevant regulations in the kingdom of Saudi Arabia in addition to any other legal and administrative penalties contained in any other system.

Article 20: amendments to certification requirements

Any amendment to the certification requirements may result in amendments to the management system of the certification center (such as amending or updating the requirements set out in the regulations), in which case the granting authority will inform all the certification recipients, specifying the actual application dates of the new requirements and informing them of the necessity of additional assessment procedures (audit visit).

Article 21: The suspension of granting "HAYYAK" mark

SASO has the right, in agreement with the granting authority, to suspend the activity of granting HAYYAK mark in part or in full and the grant authority should determine the conditions and deadlines and inform all concerned parties.

Article 22: Financial Matters

(All costs are in SAR)

N	Item	Costs (in SAR)
1	Application costs	500
2	Costs of studying initial technical documents(*)	2500/ for each working day
3	Audit costs (initial/periodic / renewal) (*)	3000/ for each auditing day
4	Certificate issuance costs (for 3 years) (**)	500
5	Costs of using the mark (for 3 years) (**)	3000
6	Travel and accommodation costs	The centers (certificate applicant or certificate holder) insure travel tickets and auditors' accommodations and are classified and calculated as follows: - 1- Economy class tickets. 2- Hotels with a rating of not less than 4 stars In the event that SASO makes all the previous arrangements, 20% will be added to the value of the tickets + hotels bills.

Notes:

(*) The number of working days for items No. (2) and (3) and it is according to the number of locations included in the certificate application in the "list of financial costs of the certificate of conformity of the Saudi mark "HAYYAK" "and is approved by the vice governor for conformity and quality.

() While applying for more than one copy of the certificate whether in Arabic or in English is calculated costs of 500 SAR per copy.**