

**SCHEME OF SUPERVISION AND CONTROL  
OF THE  
USE OF THE Q-ESG LOGOS**

**PART 1: GENERAL REQUIREMENTS AND OBLIGATIONS APPLICABLE  
TO ALL CERTIFIED COMPANIES**

**GENERAL**

Companies that are authorized to use the Q-ESG logo are required, under the conditions governing the use of the Q-ESG certificate, to abide by this Scheme of Supervision and Control.

This Scheme of Supervision and Control is divided into two parts as follows:

Part 1 - General requirements and obligations are applicable to all certified companies. All requirements of Part 1 are applicable to all certified companies of the Q-ESG Certification Scheme. The specific clauses are included in Part 2 for each certified company.

Part 2 - Specific requirements are applicable to individual certified companies, which relate to provision of a specific operation.

## **1.1 BY THE CERTIFIED COMPANY**

### **1.1.1 GENERAL**

This Scheme of Supervision and Control (consisting of Part 1 and Part 2) shall be adhered to by the holder of the Q-ESG Certification Scheme's certified company. During the period of its validity, unless the certified company has given to the Hong Kong Q-Mark Council written notice of intention to change or discontinue any of the specified procedures, and as such, have written to the Council and approved by the Council.

Adequate supervision shall be exercised at all stages on the operation to ensure that the entire operation process covered by the Q-ESG Certification Schemes meets the requirements of the applicable standards and regulations at the time of the provision of the service.

The certified company must ensure that they have met applicable standards, regulatory or statutory requirements.

The Q-ESG Certification Schemes shall only be applied to the certified location(s) specifically listed on the certificate. Any addition of any certified location(s) will be treated as a new application. Any deletion of any certified location(s) will be treated as an endorsement. All necessary steps shall be taken by the certified company to ensure that any operation not meeting the prescribed requirements do not bear the Q-ESG logo.

### **1.1.2 CHANGES IN SCOPE OF APPLICATION**

The certified company shall give the Council written notice of intention of change in provision of service scope(s). The Council shall justify the necessity of additional audits due to the change.

The Q-ESG logo shall not be applied anywhere incorporating such changes unless written approval has been given by the Council.

### 1.1.3 APPLICATION OF THE Q-ESG LOGO.

The certified company shall display the Q-ESG logo with the corresponding certificate number(s) prominently in all certified location(s) and/or on printed material. Before displaying or printing the Q-ESG logo, the said design shall obtain prior approval from the Q-Mark Council.

Any certified company that has withdrawn from the Q-ESG certification scheme voluntarily or has been revoked of the right to use the Q-ESG logo by the Council shall immediately stop using the Q-ESG logo in public. The certified company shall take effective measure to ensure that the Q-ESG logo will not be used by all means. Any articles and/or materials with the Q-ESG logo shall be disposed of as soon as possible. The certified company shall also ensure that any object or printed matters with the Q-ESG logo, whether they are in the company premises or in the market, are dealt with effectively so that they do not infringe the trademark of Q-ESG logo. The certified company shall also ensure that the Q-ESG logo is not used in any promotional materials.

### 1.1.4. USE OF Q-ESG LOGO

All types of advertisements and/or commercials, whether they be on television, in newspaper, magazine, poster, catalogue, banner, or packaging, which carry the Q-ESG logo and/or messages, shall obtain the approval of the Secretariat of the Hong Kong Q-Mark Council prior to releasing them to the public.

### 1.1.5. CHANGES IN CERTIFIED LOCATION(S)

The certified company shall notify the Council of any alternations to the certified location(s) of the Q-ESG certified company. The Council shall justify the necessity of additional audit due to such alternation.

#### 1.1.6 PERSON RESPONSIBLE FOR THE Q-ESG CERTIFICATION SCHEME

The certified company shall provide the Council with the name or name(s) and title(s) of the person or persons who has been delegated with the responsibility of ensuring that all conditions relating to the use of the Q-ESG certificate and logo are met.

Any changes in such personnel shall immediately notified, and in any case within one month, in writing to the Council.

#### 1.1.7 APPROVAL METHOD IN THE USE OF Q-ESG LOGO IS USED

The certified company shall submit to the Council the method in which to use the Q-ESG logo, i.e.:

- a) Displayed at a prominent place in the certified location(s);
- b) In sales literature,
- c) In company's name cards/letterheads;
- d) In all forms of advertisements

The submission shall include all qualifying wordings, illustrations, graphics, images etc. The certified company can only display them after approval has been granted in writing by the Council.

#### 1.1.8 INDEMNITY

A Business shall be liable for and will indemnify the Hong Kong Q-Mark Council, Federation of Hong Kong Industries (hereby named as "the Council") (together with any person at any time employed by the Council) against any and all liabilities, loss, damages, costs, legal costs, professional and other expenses of any nature whatsoever incurred or suffered by the Council whether direct or consequential (including but without limitation any economic loss or other loss of profits, business or goodwill) arising out of any dispute or contractual, tortuous or other claims or proceedings brought against the Council by a third party claiming relief against the Council by reason of:

- a) the certification of a Business under the Q-ESG Certification Scheme;
- b) the manufacture, use or sale of any products or the provision of any services by reference to the Q-ESG logo or a Business's certification under the Q-ESG Certification Scheme.

#### 1.1.9 CERTIFICATE RENEWAL

The Q-ESG certificate is renewed once every year. The certified company shall renew its certificate at least two months before the expiry date so that the Council has enough time to process its request. Failing to do so, the certified company may not be able to renew its certificate timely, which may lead to suspension of the certificate concerned. Besides a late submission fee of HK\$1,000.00 shall be levied.

#### 1.1.10 PAYMENT OF FEES

The certified company shall pay all fees in connection with audit, renewal, administration, as shall from time to time be determined by the Council to be fair, having regard to the costs relating to the maintenance of the certificate. If, for any reason, the certificate is suspended, withdrawn, cancelled or revoked, the certified company shall have to pay all fees for the entire valid certified period under the certificate. The whole amount shall be settled within one month from the date of withdrawal/suspension/cancellation of licence.

#### 1.1.11 RETURN OF Q-ESG CERTIFICATES

All Q-ESG certificates are the property of the Hong Kong Q-Mark Council. Q-ESG certified companies are required to return the Q-ESG certificates to the Council when any of the following situation(s) occurs:

- a) The Q-ESG certified company is required to return all expired Q-ESG certificates to the Council within one month when new ones are issued.

- b) When changes in areas like scope of business, certified location(s) and other information different from the original application submitted, the Q-ESG certified company is required to return their existing Q-ESG certificate(s) to the Council to replace the new one within one month.
- c) If the company is no longer a Q-ESG certified company due to suspension, withdrawal or cancellation of its Q-ESG certificates; it is required to immediately return all Q-ESG certificates to the Council.

## 1.2 **BY THE HONG KONG Q-MARK COUNCIL**

### 1.2.1 **RENEWAL AUDIT**

The Council shall perform renewal audits to the certified company once per year for the purpose of verifying that the Q-ESG requirements is being complied. The auditor will review and verify the records and other audit items as included in the scope of Q-ESG certification.

### 1.2.2 **DISCLOSURE OF AUDIT RESULTS**

The Council shall provide audit results to certified companies after each audit.

### 1.2.3 **CHANGES IN THE SCHEME OF SUPERVISION AND CONTROL**

The Council shall notify the certified company of any changes in the applicable Scheme of Supervision and Control, and shall give the certified company, in the opinion of the Council, reasonable time to adjust the certified company's processes and related procedures where necessary, and obtain the approval of the Council for such adjustments.

The certified company shall comply with the new requirements in relation to revision of the Scheme of Supervision and Control at a period of time to be specified by the Hong Kong Q-Mark Council.

#### 1.2.4 EXCLUSION OF LIABILITY

The Hong Kong Q-Mark Council, Federation of Hong Kong Industries (hereby named as “the Council”) shall not be liable to a Business for any loss or damage whatsoever or howsoever caused arising directly or indirectly in connection with the certification of a Business under the Q-ESG Certification Scheme or the sale of products or rendering of services to the public by a Business (whether or not by reference to the Q-ESG logo) and notwithstanding the generality of the foregoing the Council expressly exclude liability for consequential loss or damage suffered by a Business including any loss or damage resulting from claims brought by any clients or customers of a Business, or for loss of profit, business, revenue, goodwill or anticipated savings.

Subject to the above paragraph, above all conditions and warranties on the part of the Council implied by the statute, common law or otherwise are expressly excluded.

#### 1.2.5 SUSPENSION

If the certified company is temporarily unable to comply with the requirements of this Scheme, the Council reserves the right to require the certified company to discontinue the use of the Q-ESG logo, until compliance is again achieved.

#### 1.2.6 WITHDRAWAL/CANCELLATION OF CERTIFICATE

If withdrawal/cancellation of the certificate comes into question, the necessary time of notice prior to the withdrawal/cancellation will differ due to the situation that causes it.

Depending on the reason for the withdrawal/cancellation, the following schedule of notice will be followed:

<b>Situation requiring the dispatch of notice that can lead to withdrawal or cancellation</b>	<b>Days of notice prior to withdrawal or cancellation</b>
Certified company wishes to withdraw.	To be specified by the Hong Kong Q-Mark Council
Failure to meet the existing Q-ESG Certification Scheme of Supervision and Control	Maximum 30 days
Non-payment of charges to the Hong Kong Q-Mark Council:	Maximum 30 days

The valid period of a Q-ESG certificate is one year from the date of issuance. Any certified company who wishes to withdraw her certificate can only do so when the certificate expires. In addition, the certified company shall abide by the payment terms as set out in clause 1.1.10.

After the certified company has signed the certificate renewal form agreeing to renew the certificate for another year, the certified company shall abide by the payment terms as set out in clause 1.1.9 & 1.1.10. The certified company cannot withdraw its certificate prior to the expiry date of its certificate.

#### 1.2.7 APPEAL/DISPUTE

All appeals/disputes that may arise in connection with this Q-ESG Certification Scheme of Supervision and Control are to be settled in accordance with the internal appeal procedures of the Q-ESG Certification Scheme.