



LAS-Q003

**LABORATORY REFERENCE TO TTLABS ACCREDITED STATUS –
TTLABS ADVERTISING POLICY**

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Issued by: TTLABS
Approved : Manager, TTLABS
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1.0 PURPOSE AND SCOPE

This document outlines the conditions for TTLABS accredited conformity assessment bodies (CABs) to use the Trinidad and Tobago Laboratory Accreditation Service (TTLABS) accreditation symbols; or reference to TTLABS accreditation. The conditions contained in this document shall be met by all TTLABS accredited CABs using the TTLABS Accreditation symbol.

This document shall be used in conjunction with the requirements for the use of the accreditation symbol and/or reference to accreditation as specified in LAS-Q001 – General Requirements for Accreditation of Laboratories, LAS-L024A Explanatory Notes: ISO/IEC 17025:2005 and LAS-L024B Explanatory Notes: ISO 15189:2012.

2.0 DEFINITIONS AND REFERENCES

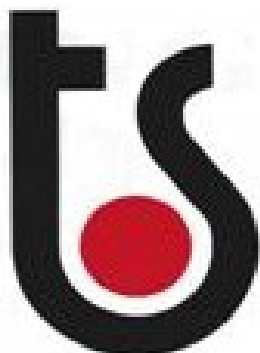
LAS M001	Trinidad and Tobago Laboratory Accreditation Service (TTLABS) Quality Manual
LAS-L002A	Application for Accreditation of Testing Laboratories
LAS-L002B	Application for Accreditation of Medical Laboratories
LAS-L002C	Application for Accreditation of Calibration Laboratories
LAS-Q001	General Requirements for Accreditation of Laboratories
ILAC P8:12/2012	ILAC Mutual Recognition Arrangement (Arrangement): Supplementary Requirements and Guidelines for the Use of Accreditation Symbols and for Claims of Accreditation Status by Accredited Laboratories and Inspection Bodies.
ILAC R7:09/2009	Rules for the Use of the ILAC MRA Mark
IAF-ML2	General Principles on Use of the IAF Mark

3.0 GENERAL

Accreditation provides formal recognition that a CAB meets certain standards. These are standards of quality, performance, technical expertise and competence. Once accredited, a CAB is entitled to use the TTLABS accreditation symbol and/or appropriate words in its reports, certificates, marketing/promotional material and stationery, in accordance with the rules as prescribed in this document.

4.0 GENERAL FORMAT AND DISPLAY OF ACCREDITATION SYMBOLS OR REFERENCE TO TTLABS ACCREDITATION

- 4.1 The Trinidad and Tobago Bureau of Standards (TTBS) and TTLABS corporate logos, as displayed below, are for the exclusive use of TTBS and TTLABS and may **NOT** be used by any other CAB or organisation without permission.



- 4.2 The TTLABS accreditation symbols, examples of which are appended to this document in Appendix 2 are designed for each specific field of accreditation.
- 4.3 The accreditation symbol or reference to accreditation may only be used once accreditation has been granted.
- 4.4 The accreditation symbol shall be used by an accredited CAB only under the name or the registered trade name of the legal entity in which it holds accreditation;
- 4.5 Only Technical Signatories who have been confirmed as competent by TTLABS are authorised to sign reports or certificates bearing the TTLABS accreditation symbol or making reference to TTLABS accreditation. (Refer to LAS-L002 A, B and C – Application for Accreditation Section D)
- 4.6 The accreditation symbol shall be displayed only in the appropriate format, proportion, colour and wording as detailed in Appendix 1 of this document.
- 4.7 An accredited CAB should display the TTLABS accreditation number(s) or reference to TTLABS accreditation with the relevant TTLABS accreditation symbol on reports or documents containing results covered by the scope of accreditation, in addition to all other requirements detailed in this document.
- 4.8 Where it is not practicable to display the relevant accreditation symbol, the CAB is entitled to, without variation, use the relevant phrase with the accreditation number as follows:
- “a TTLABS Accredited Calibration Laboratory, No. C....”
 - “a TTLABS Accredited Testing Laboratory, No.”.
 - “a TTLABS Accredited Medical Laboratory, No. M....”
- 4.9 The TTLABS accreditation symbol can only be used in combination with the accredited CAB’s logo, mark and/or name, and without being more prominent than that of the CAB. The placement order will be the International symbol first, the TTLABS’ second and the CAB’s symbol third.

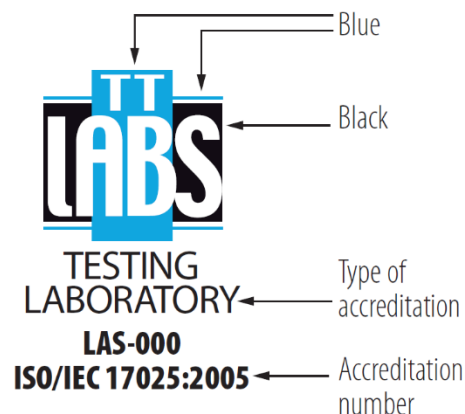
NOTE The International and the TTLABS' symbols shall not be larger than the company's logo.

4.10 Use of logos, marks or names of other facilities on the same document shall not be used in combination with the TTLABS accreditation symbol or in any other way which might imply that TTLABS has accredited these facilities.

A CAB accredited in more than one field (e.g. Testing and Calibration) may display the different symbols together, or may display only the **appropriate accreditation symbol to the audience targeted, accompanied by one or more of the appropriate accreditation numbers. Refer to the examples below:**



- Actual size



4.11 A TTLABS accredited CAB that holds accreditation in more than one field shall ensure that it does not imply accreditation for any field in which it is not accredited.

4.12 The TTLABS accreditation symbol or reference to accreditation shall not be:

- placed on any product or item which a laboratory has tested or calibrated (except on calibration labels: Refer to clause 7.1);
- used to imply or create the impression that TTLABS approves their product, service or system; or
- used in such a way as to imply that TTLABS accepts responsibility for the accuracy of a result, or any opinions or interpretations derived thereon, or approves a calibrated instrument; inspected item, test item or product.

4.13 An accredited CAB shall, upon suspension of TTLABS accreditation, immediately cease to issue certificates and any other materials displaying the TTLABS accreditation symbol or containing references to TTLABS accreditation.

4.14 An accredited CAB shall, upon termination of TTLABS accreditation, immediately cease distribution of all items on which the TTLABS accreditation symbol, or any reference to TTLABS accreditation, is displayed.

5.0 USE OF THE ACCREDITATION SYMBOL OR REFERENCE TO ACCREDITATION IN ADVERTISING AND PUBLICITY.

- 5.1 A CAB accredited by TTLABS is entitled to display the TTLABS accreditation symbol or make reference to TTLABS accreditation in its publicity and/or advertising material relevant to the accredited activity, subject to:
- i) the CAB identifying the specific areas for which it is accredited, (i.e. Calibration or Testing); and
 - ii) ensuring that TTLABS accreditation is not implied for non-accredited activities.
- 5.2 Permissible examples of publicity and advertising materials include:
- i) letterheads and other corporate stationery, on condition that such stationery is not used for work proposals or quotes which do not apply to the scope of accreditation;
 - ii) marketing and promotional materials (brochures, pop-up banners, posters, newsletters, presentations, press releases, advertisements, websites, template signature on emails);
 - iii) quotations and proposals for work that apply to the scope of accreditation;
 - iv) business and annual reports; and
 - v) generic request forms.
- 5.3 The TTLABS accreditation symbol or reference to accreditation may only be displayed on quotations and/or proposals that cover the CAB's accredited scope, except when:
- i) the work is performed by a subcontracted CAB on behalf of the TTLABS accredited CAB. Such work shall be clearly marked on the quotation / proposal as subcontracted; and
 - ii) the majority of the work quoted / proposed for falls under the accreditation and all non-accredited work is clearly marked as not accredited.
- 5.4 In the case of Medical Laboratories where accreditation has been granted for the Head Office and multiple branches under different accreditation numbers, the following shall apply if the CAB wishes to use the accreditation symbol on generic documentation:
- i) The stationery, marketing or promotional materials described in 5.2, including generic request forms with the full array of tests offered by the CAB where it is not practical to indicate the accredited tests for each laboratory, shall include the TTLABS accreditation symbol, without an accreditation number, but including the following statement: "Refer to http://www.ttbs.org.tt/?page_id=493 for a list of accredited laboratories and tests".
 - ii) Clause 5.3 (i) does not apply to the use of the accreditation symbol or reference to accreditation on reports containing results, or where the accreditation symbol is displayed in the laboratory. The accreditation number of the appropriate laboratory shall form part of the Accreditation Symbol when it is used on reports containing results within its accredited scope/schedule or displayed in the laboratory.
- 5.5 The use of the TTLABS accreditation symbol or reference to TTLABS accreditation on items other than material as mentioned in 5.2 is not discouraged, but shall be subject to approval by TTLABS.
- 5.6 Approval for the use of the TTLABS accreditation symbol or any reference to TTLABS accreditation in publicity material relating to a product must be obtained from TTLABS.
- 5.7 The TTLABS accreditation symbol shall not be used in literature relating to a product unless it is directly located adjacent to the reference to the accredited function.

5.8 An accredited CAB is not permitted to use the Accreditation Symbol on business cards, in order to avoid any possible confusion with accredited certification of persons.

6.0 ACCREDITATION SYMBOL OR REFERENCE TO TTLABS ACCREDITATION ON REPORTS AND CERTIFICATES

6.1 Any certificate or report not displaying the relevant TTLABS accreditation symbol or referring to accreditation shall be viewed as issued outside of the CAB's accredited scope.

6.2 A CAB accredited by TTLABS that holds accreditation for in situ work shall use its accreditation number with the TTLABS accreditation symbol or reference to TTLABS accreditation in the same way as for work carried out in the permanent accredited CAB.

6.3 Where an accredited testing laboratory (inclusive of medical laboratories) wishes to issue a report incorporating a TTLABS accreditation symbol or reference to TTLABS accreditation incorporating results from sub-contracted work, the following shall apply:

6.3.1 The certificate / report shall incorporate statements clearly indicating which results have been obtained from sub-contracting;

6.3.2 The accredited testing laboratory shall take full responsibility for any subcontracted work;

6.3.3 Unless it is an accredited branch of the same organisation, the accredited testing laboratory shall inform the customer of the proposed subcontracting and shall obtain the customer's approval.

6.3.4 The accredited testing laboratory shall obtain approval from the subcontractor to report excerpts from the subcontractor's report / certificate into the testing laboratory's report/certificate.

NOTE: Calibration Facilities may not include results of subcontracted work in their reports / certificates. (Refer to clause 6.4)

6.4 TTLABS POLICY ON DISCLAIMERS

6.4.1 A TTLABS accreditation symbol, or reference to TTLABS accreditation, shall not be incorporated into a report that does not contain any results from accredited work.

6.4.2 A TTLABS accreditation symbol or reference to TTLABS accreditation may also be used on certificates/reports that contain results from both accredited and non-accredited scopes, sub-contracted work, opinions, interpretations, material relating to investigational activities, or promotional material providing that the relevant disclaimer or disclaimers described below are incorporated into the report.

6.4.3 Reports incorporating a TTLABS accreditation symbol or reference to TTLABS accreditation, and containing results from both accredited and non-accredited scopes shall contain the following disclaimer:

"Results marked "Not TTLABS Accredited" in this report are not included in the TTLABS Schedule of Accreditation for this laboratory".

6.4.4 Wherever the results of these non-accredited scopes appear they shall be marked in an appropriate manner to ensure that they cannot be mistaken for accredited scopes.

- 6.4.5 When an accredited CAB issues reports incorporating a TTLABS accreditation symbol or reference to TTLABS accreditation and containing opinions, interpretations, or other material relating to investigational activities, the following disclaimer shall be incorporated:
- 6.4.6 “Opinions and interpretations expressed herein are outside the scope of TTLABS accreditation”.
- 6.4.7 Reports incorporating a TTLABS accreditation symbol or reference to TTLABS accreditation, and containing results of tests that have been sub-contracted shall contain the following disclaimer:
- 6.4.8 “Results marked “Subcontracted Test” in this report are not included in the TTLABS Schedule of Accreditation for this laboratory”.

NOTE: The word “Test” above is not applicable to Calibration.

- 6.4.9 Wherever the results of these subcontracted tests appear they shall be marked in an appropriate manner to ensure that they cannot be mistaken for the testing laboratory’s accredited results.

6.5 LOCATION OF DISCLAIMER

- 6.5.1 When a laboratory issues reports incorporating a TTLABS accreditation symbol or reference to TTLABS accreditation and any of the above disclaimers, the disclaimers shall preferably be included on the front cover or first page of each report/certificate or wherever the accreditation symbol or reference to accreditation occurs. This disclaimer shall be clearly visible and not hidden among other text nor be of smaller font than the other text appearing on the certificate.

7.0 ADDITIONAL FIELD-SPECIFIC REQUIREMENTS FOR THE USE OF THE ACCREDITATION SYMBOL OR REFERENCE TO TTLABS ACCREDITATION

7.1 CALIBRATION – CERTIFICATES, REPORTS & LABELS

- 7.1.1 The TTLABS accreditation symbol, or reference to TTLABS accreditation, shall not be incorporated into a Calibration Certificate or Calibration Label not containing or relating wholly to results from accredited calibrations except as permitted in section 7.1.2 below.
- 7.1.2 A Calibration Laboratory accredited by TTLABS may be permitted, by prior arrangement by TTLABS, to report measured values beyond the scope of its accreditation. The measured values concerned shall be clearly identified on the Calibration Certificate, and shall be accompanied by a disclaimer appearing either alongside or directly below the measurement result. Measurement results falling outside the scope of accreditation shall form only a small part of the certified measurements.

7.1.3 Calibration Labels on Equipment:

- 7.1.3.1 An accredited Calibration Laboratory may, subject to agreement by the customer, attach a calibration label to an item of equipment that it has calibrated using calibration methods covered by its scope of accreditation.
- 7.1.3.2 The Calibration laboratory should, wherever practicable, use a label under the following conditions:
- i) on a measuring instrument for which the laboratory has issued a TTLABS Accredited Calibration Certificate for the calibration of the instrument referred to on the label;
 - ii) the laboratory holds TTLABS accreditation for the calibrations referred to;

- iii) the label relates only to the calibration carried out on the date given on the label;
- iv) the label does not imply compliance with a specification, approval of quality or permanence of calibration;
- v) on recalibration of the instrument the previous label should be removed and replaced by a new label relating to the latest calibration;

7.1.3.3 Calibration labels containing the accreditation symbol should not give the impression that TTLABS has approved or calibrated the equipment.

7.1.3.4 The accredited laboratory is responsible for the appropriately controlled storage and use of labels.

7.1.3.5 As a minimum, the following information shall be indelibly marked on the label:

- i) TTLABS accreditation symbol and accreditation number;
- ii) instrument identification;
- iii) date of current calibration;
- iv) laboratory name;
- v) cross reference to the calibration certificate issued in respect of the calibration.

NOTE 1: The recalibration date may be marked on the label by the customer for whom the calibration work was done, or by the calibration laboratory if so instructed by the customer.

NOTE 2: Regulators may require additional information to be included on the label.

7.1.3.6 Where the etching or engraving of an approved design label on equipment (e.g. of volumetric glassware) is required, full details shall be submitted to TTLABS for prior approval.

7.1.3.7 Where it is not practical to affix a label to a calibrated instrument (e.g. gauge blocks), the label may be fixed to the container. The label should be placed in a position where it is clearly visible when the instrument is in use. The label design, material, and method of fixing shall be such that it does not affect the performance of the instrument and can be replaced by a new label when the instrument is recalibrated.

8.0 MISUSE OF THE ACCREDITATION SYMBOL OR REFERENCE TO ACCREDITATION

8.1 The following instances constitute an offence and are punishable in accordance with the law:

- Misuse of the TTLABS accreditation symbol by accredited facilities, where accreditation is claimed for areas not accredited. Any conformity assessment body or person making any statement or representation, whether in writing or not, with reference to any conformity assessment activity which conveys or is likely to convey the impression that the conformity assessment activity is covered by the accreditation certificate whereas it is not;
- Use of the accreditation symbol or reference to accreditation where a CAB, or parts of their scope has been placed into suspension or its accreditation withdrawn;
- Misrepresentation of data from an accredited CAB.

9.0 SANCTIONS

9.1 TTLABS shall take appropriate action to deal with incorrect or misuse of the TTLABS accreditation symbols or reference to accreditation. This action may include:

- request for corrective actions;
- withdrawal of certificates/reports;
- publication of transgression; and if necessary
- legal action and/or withdrawal of accreditation status.

APPENDIX I

SPECIFICATIONS FOR THE USE OF TTLABS ACCREDITATION SYMBOL

(Refer to the examples in Appendix II)

The following conditions shall apply when using the TTLABS Accreditation Symbol:

1. The TTLABS Accreditation Symbol shall not be more prominent than any other mark on the accredited organizations' certificates or any other documents (e.g. stationery).
2. The proportion between the height and the width of the TTLABS Accreditation symbol shall be 1:3. Any enlargements or reductions in size shall retain these proportions, (refer to examples in Appendix II), but ensuring that the TTLABS logo is not smaller than a width of 20 mm (approximately 0.787 inches wide).
3. The wording that forms part of the Accreditation Symbol must remain legible.
4. The Accreditation Symbol may only be used in its normal horizontal position and not be rotated.
5. The colour specifications of the **TTLABS Accreditation Symbol** are:

LOGO COLOURS



PANTONE: **Process Cyan PC**
RGB: **R 0, G 159, B 227**
CMYK: **C 100, M 0, Y 0, K 0**



RGB: **R 0, G 0, B 0**
CMYK: **C 0, M 0, Y 0, K 100**

8. Always use the symbol on a single colour background, so as not to detract from the impact of the symbol. The following combinations are allowed (however not preferred) and are to be decided on in consultation with TTLABS:

full colour



mono black



greyscale



reversed



9. Examples of unacceptable usage:

Do not screen or make the TTLABS logo a watermark



Do not modify or change the scaling of the TTLABS logo when increasing or decreasing its size



Do not angle the TTLABS logo. It must always be presented at 180 degrees



Do not print the TTLABS logo on a coloured background on a patterned background or picture that conflicts with its colours



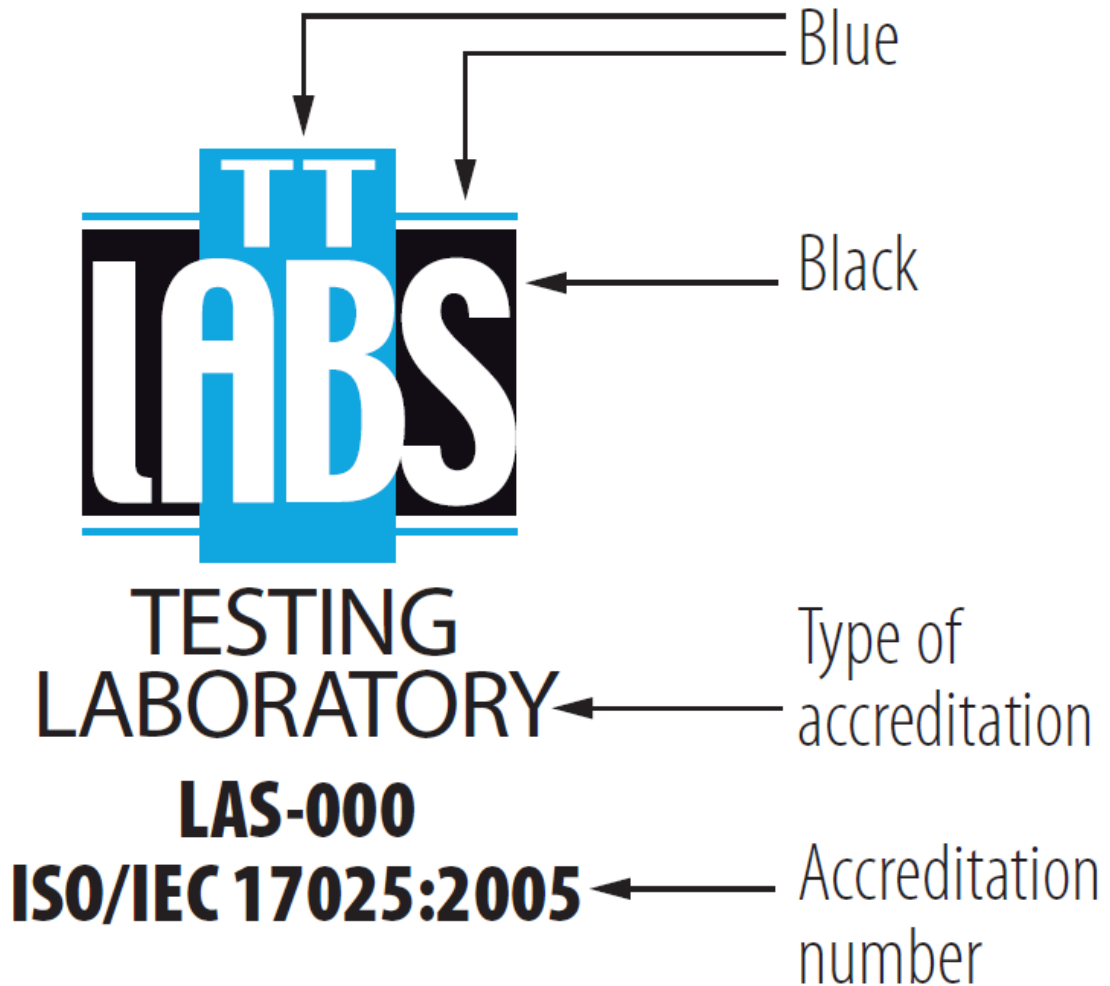
Do not print the TTLABS logo in a mono colour except black

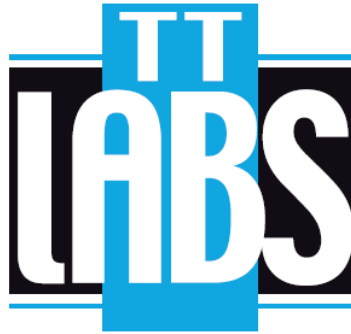


APPENDIX II

EXAMPLES OF THE TTLABS ACCREDITATION SYMBOL

THE TTLABS ACCREDITATION SYMBOLS





MEDICAL
LABORATORY
LAS-000M
ISO 15189:2012



CALIBRATION
LABORATORY
LAS-000C
ISO/IEC 17025:2005