

	Certification Program-SASO	FA-PG-CP-SS-7-00
		Effective date: 24/02/2026
		Rev: 02

Purpose

With this certification program, the FAHES regulates the execution of the product certification service within the scope of authorization and EN ISO/IEC 17065 and EN ISO/IEC 17067

This program is part of the agreement with the customer and will be provided over official webpage.

This certification program applies to FAHES and all organizations that will carry out this activity under the operational control of FAHES

Scope

Certification scope and basis: Products that are regulated by Saudi Arabia Technical Regulations which SABER have been implemented for.

Click here: <https://saber.sa/home/regulations> for list of Technical Regulations.

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1 Key Facts

FAHES has drafted a comprehensive set of documents for carrying out a thorough conformity assessment procedure under the SASO Technical Regulation.

2 Abbreviations & Definitions

Complaint	This is a verbal or specific written statement of a third party which communicates the dissatisfaction due to apparent or actual inconveniences in the domain of the accredited certification body of FAHES .
Objection	This is a verbal or specific written statement of a third party which communicates the objection against a decision of the accredited certification body of FAHES
Conformity Assessment Body (CAB)	The company which carries out conformity assessment activities including calibration, test, certification and examination,
Conformity Assessment	All operations performed to determine the conformity of the product with the relevant technical regulation
Certificate of Conformity	Written document issued if the conformity assessment process is positive.
Standard	The features, processing and production methods of the product for common and repeated uses, approved by an agreed organization, intended to establish an order at the most appropriate level under the current conditions, their respective terminology, symbol, packaging, marking, labeling and conformity arrangements that specify one or more of
Offer Contract Form	This is the agreement signed between FAHES and the manufacturer of Construction Materials which regulates the conditions of the right to use the certificate for the organization performing the production of

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	construction materials deemed sufficient to be certified within the scope of this procedure.
Manufacturer	A natural or legal person who produces, corrects, identifies himself as a producer by placing his name, trademark or distinguishing mark; if the manufacturer is outside Saudi Arabia, the authorized representative of the manufacturer and / or importer; In addition, the natural or legal person in the supply chain whose activities affect the reliability of the building material.
Audite	Performing certain functions such as inspecting, advising in accordance with the issuance of conformity certificate and controlling the quality control works, material selection and evaluation of the manufacturer in the factory or elsewhere, within the framework of certain criteria.
FAHES	Fahes Trading Company
SASO	Saudi Organization for Standardization, Metrology and Quality
Product Certification System	Rules, procedures and management of product conformity assessment by third party (Reference ISO IEC 17067)
Product Certification Program	Certification system of products associated with the same requirements, procedures and rules as defined See Certification program ISO / IEC 17067 Table 1 (see GUI-002a) in accordance with Article 1.3 of Annex V to the 305/2011 / EU Building Materials Regulation (Reference ISO IEC 17067). Certification Programs are based on the Schema Guide).
Ministry	Expresses the Ministry of Environment and Urbanization.
Notified Body	Assessment Body, the name of which has been notified to the Commission, which is located in Saudi Arabia .China and UK which has been assigned by the Competent Authority to carry out conformity assessment activities under a technical regulation in accordance with the Regulation of Conformity Assessment Bodies and Notified Bodies and principles specified in the relevant technical legislation,
Competent Authority	Saudi Standards, Metrology and Quality Organization regarding to Ministers Decree N^o.213 of the Ministry of Commerce and Industry, Ministers Decree N^o6386 of the Ministry of Commerce and Industry of Kingdom of Saudi Arabia.
Technical Regulation	All kinds of legislation issued by the Government which must be obeyed to and which regulates a product by handling one or more than one of its

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	qualifications, process and production methods or any terminology, symbol, packaging, marking, labelling or conformity assessment works thereto.
Surveillance	Sample verification of the effectiveness of the implementation and management system after certification, if any, with sub-areas.
Nonconformity	General non-conformities, including but not limited to the following examples: • A standard requirement is that the process / procedure as a whole is not defined and / or implemented to the extent required. • Possibility of defective products / services • Impacts that may cause product / service to be impaired or restricted • Causes of deterioration of the management system • Processes or practices that endanger employees • An inability to recognize a part of the management system documentation • Poor evidence that standard requirements are met

3 Purpose

Saudi Standards, Metrology and Quality Organization (SASO) introduced the Saudi Product Safety Program named as "SALEEM". The SALEEM program is concerned with the safety of products in the Saudi market, that is why the program was called SALEEM, as SALEEM in Arabic indicates that the product is safe, secure and free of flaws that may directly or indirectly harm individuals, society or environment.

Under SALEEM, product and shipment conformity programs will be operated via the new online system named as "SABER". Starting from January 2019, SABER has been implemented gradually by Technical Regulations (TR). Upon implementation, importers importing products regulated by the TR are required to register the products on the system for obtaining Certificate of Conformity after passing assessment.

Certification scope and basis: Products that are regulated by Saudi Arabia Technical Regulations which SABER have been implemented for.

Click here: <https://saber.sa/home/regulations> for list of Technical Regulations.

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4 General Information

The policies and procedures that guide certification are administered in a non-discriminatory manner and are not used to impede or inhibit access by applicants.

FAHES **Certification services** are **accessible** to all applicants whose **activities** fall within the **scope** of FAHES operations. **Access** to the certification process is **not conditional upon the size** of the applicant or membership in any association or group, nor is certification conditional upon the number of certificates issued. FAHES **confines** its **requirements, evaluation, review, decision and surveillance** to those matters specifically related to the scope of the certification being considered.

FAHES is **responsible** for, and retains authority for, **its decisions relating to certification**.

This certification program applies to FAHES and all organizations that will carry out this activity under the operational control of FAHES.

General Legal Conditions

For the issuing of a product certificate by the certification body, the completion of a legally enforceable agreement (Offer contract) with the certification body of FAHES is a requirement.

The order is granted by the signature of both parties on behalf of the customer - this is the product certificate applicant - and the certification body of FAHES or a legal entity which is under organizational control of FAHES¹.

The entire Offer contract consists of the following documents, which form an integral part:

- Written assignment/certification contract.
- General Terms and Conditions of FAHES
- Certification program
- Country Regulations / Requirements

The order is completely and exclusively regulated by this certification program. If provisions of individual documents are in contradiction to each other, the provisions of the first mentioned document apply.

The certification body of FAHES concludes only Offer contract with customers under the conditions described in the documents mentioned above. These terms and conditions apply to contracts between the certification body of FAHES and the customer regarding the certification of products as well as additional services and other additional obligations provided within the scope of the service provision.

¹ Please see EN ISO/IEC 17067 section 7.6.4

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Once agreed upon conditions also apply to future contracting. The validity of purchasing and other terms and conditions of the customer is hereby explicitly excluded for the entire business relationship.

If a product to be certified is not distributed under the name of the customer, the customer shall document, in the form of a binding declaration, under which brand he wishes to place the product on the market.

The restriction of product certificates to certain contingents or lots is allowed. The issuing of product certificates under certain conditions is also possible in special cases.

If the certificate holder wishes to transfer his product certificate to a third party, he shall inform the certification body of FAHES before the transfer, so that the possibility of the transfer can be checked. A transfer is only allowed with the written agreement of the certification body of FAHES and under inclusion of the third party in the contractual documents.

In case of a transfer of the product certificate, the customer shall transfer all obligations from this contract to the purchaser of the certificate.

The customer has to pay the fee agreed upon at the time of nomination, which has been calculated according to the price list of the certification body of FAHES . It is at the discretion of the certification body of FAHES , to desire the payment before the completion of the service provision (certification).

The product certificates issued by the certification body of FAHES always remain property of the certification body of FAHES and neither release the customer from the contractual warranty obligation due to defects nor from the legal product liability obligation.

The customer allows the certification body of FAHES to publish specific data on the certified products for the purpose of informing consumers and other interested parties.

Furthermore, the customer allows the certification body of FAHES to publish contents of an issued product certificate, except for details of the production facility, to pass it on to third parties upon request or to give access to everyone.

The certification body of FAHES has the possibility to withdraw the product certificates at any time if the test basis and / or the certification requirements are changed or if the customer violates the criteria of this certification program for product certification. In that case, the customer shall hand over the product certificate without any delay to the certification body of the FAHES.

The certification body of FAHES can declare invalidation of the product certificates at any time with immediate effect.

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The customer permits the certification body of FAHES to publish the product certificates, which have been withdrawn and thus invalidated. This does not require an agreement of the former certificate holder.

The certification body of FAHES will ensure that new or revised requirements by the certification program, which affect the customer, are brought to the attention of the customer. The certification body will examine the implementation of changes executed by the customer and take actions required by the program.

Exclusion of liability for damage on products

The certification body of FAHES takes no liability for damages to products resulting from evaluations, tests and the like.

Subjected Products

All consumer products that follows the Saudi Organization for Standardization, Metrology and Quality, which are sold in the Saudi market, whether imported or manufactured locally.

For more details please visit; <https://saber.sa/home/regulations>

For products not regulated by Saudi Arabia TR, self-declaration according to the approved forms by SASO is sufficient, Type Approval Certificates are not needed.

5 Applicable Standards

Applicable standards differ from one program to another depending on the country regulations/specifications.

For more information about applicable standards visit [the library in FAHES Internal system](#)

6 Required Information from the Customer as a Basis

FAHES requests the following information and documents from the forms related to the certification programs.

- Information on product-service-process to be certified,
- Standards and / or other normative documents that the client wants to certify,
- The general characteristics of the client, including the name, address / addresses of the physical location / locations, important aspects of the processes and operations (when the relevant certification program requires it) and any related legal obligations,

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- Regarding the certification area where the application is made; general information about the customer, including his / her activities, technical resources, including laboratories and / or assessment facilities, and functions and connections, if any, in a larger legal entity,
- These processes can be revised by FAHES based on the agreement in accordance with the Certification Program.
- All other information in the context of the relevant Certification requirements
- The documents required for each program are indicated in the DATASHEETS published at our website.
- The customer has to provide the following documents:
 - Valid test reports^{24,35}
 - SABER request number
 - Supplier Declaration of Conformity
 - Manufacturer Declaration of Conformity
 - Risk Assessment
 - Photos

7 Review of Application

FAHES handles the information obtained from the Saber Platform (which include all the information in the relevant Forms and sent by the client in written and/or in document) through the same Platform

- During application review, it is guaranteed that.
- Client and product information are adequate for the execution of certification process,
- All kinds of disagreements between FAHES and client have been resolved, including the relevant standards or agreement regarding other normative documents,

²⁴ Test reports must be only from an ISO/IEC 17025 accredited lab, and within the scope of accreditation. Labs that are used to test samples handled by FAHES; must be included in the list of approved laboratories under DATA, else, the direct manager's approval should be taken, and the list should be updated accordingly. Labs that are used to test samples chosen, and handled by the client; should be checked for their accreditation and validity. In case of the latter option; the lab does not have to be included in the list of approved laboratories. Tested product should be in accordance with the applicable standard and related to the shipment; either by the type of the tested product or brand, or model.

In-house test reports can be accepted in very special cases and only after taking the Technical Manager's approval. The below is advisable when the In-house test reports are to be accepted

- Manufacturer is ISO 9001 certified.

Test is witnessed by FAHES

³⁵ The validity of the test reports should be 3 years for all products under TR except for TOYS its 18 months

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- Required certification scope has been defined,
- Tools are available and appropriate for the execution of all conformity assessment activities,
- FAHES has an adequate level of competence to perform conformity assessment activities.

In the review of the application, due to any major nonconformity or an invisible document that can be obtained as a result of the examination of the records and documents received from the customer, the application cannot be passed to the audit stage for type 3 until the customer's deficiencies are met.

8 Planning and Preparation

After the positive evaluation results of application review, GP activities are carried out in accordance with the Audit by the appointed Auditor. The Auditors assigned with the Audit Instruction Form are again to comply with the sampling rules over the same form.

9 Factory Audit

During the Factory Audit, the FAHES Auditor will determine if the factory is capable of manufacturing certified products on a continuing basis within the parameters specified in the Certification Documentation and in accordance with relevant Technical Regulations.

The supplier shall submit an application to FAHES it chooses, in order to assess the system of safety management of the concerned products. Such application shall include the following:

- Name and address of the supplier in addition to name and address of the manufacturer- when the application is submitted by the official representative.
- A written declaration that the same application shall not be submitted to any other approved body.
- All relevant information regarding the targeted products class.
- Documents of the product safety management system.

All system elements and requirements must be documented -approved by the supplier- in a systematic and structured manner in the form of written policies, procedures and instructions Product safety management system documents should provide a consistent understanding of the plans, manuals and safety records, System documents must include -In particular- a sufficient description of the following:

- Quality goals, organizational Structure
- manufacturing techniques, procedures of the product quality and safety control, and the applicable processes and procedures.

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- Carried out tests and inspections prior to and after manufacturing and frequency thereof.
- Records: reports of inspection, tests and calibration and documents of qualifications of concerned staff...etc.
- Measures of controlling achievement of desired safety with regard to product and effective operation of product safety system.

All system components and requirements, as approved by the supplier, shall be recorded in a methodical and organized manner, i.e., written policies, procedures and instructions

The accredited Body, carrying out the approval of product safety management system, shall assess the system to determine whether it fulfils all above-mentioned requirements throughout the period of system approval.

A product shall be considered to be in conformity with specifications of technical regulations –with regard to product safety management system- if it is in conformity with standard specifications.

10 Conditions for the Conformity Assessment Process

As a basis for the assessment in line with the certification, only test reports from approved laboratories that have been accredited according to the rules of EN ISO / IEC 17025 or analogue ISO guides can be used.

The certification body of FAHES primarily carries out evaluations and certifications based on the test reports of the Subcontract laboratories of the FAHES .

The following types of certification programs are available which are regulated in accordance with EN ISO / IEC 17067, whereby each type comprises the following program:

Product Certification System Elements		Product Certification System Types						
		1a	1b	2	3	4	5	6
I	Selection (Determination of mandatory documents to be the basis for certification)	X	X	X	X	X	X	X
II	Evaluation of services	X	X	X	X	X	X	X
III	Review (evaluation)	X	X	X	X	X	X	X

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IV	Certification Decision (Giving, expanding, maintaining, suspending, withdrawing the certification.)	X	X	X	X	X	X	X
V	Licensing							
	a- Issue of conformity certificate	X	X	X	X	X	X	X
	c- Certificate of conformity for the product group	-	X	-	-	-	-	-
VI	Surveillance							
	a- Testing or inspection of samples taken from the market	-	-	X	-	X	-	-
	b- Testing or inspection of samples taken from the factory	-	-	-	X	X	X	-
	c- Evaluation of production, delivery of service or operations	-	-	-	X	X	X	X
	d- Control of management system	-	-	-	-	-	X	X

11 Conformity Assessment Process

The conformity assessment scheme to be used is to be indicated upon nomination, according to the regulation/specification to be followed.

The approved Technical Regulation from SASO (or issued over SABER) to be followed, will indicate the certification scheme to be applied here. According to ISO/IEC 17067; there are 6 schemes, but the approved Technical Regulations from SASO (or issued over SABER) are covered by Type 1a, 3 and 5.

Scheme Type 1a

In this scheme, one or more samples of the product are subject to the determination activities. A certificate of conformity or other statement of conformity is issued for the product type, the characteristics of which are detailed in the certificate or a document referred to in the certificate.

Subsequent production items are not covered by the certification body's attestation of conformity.

The sample are representative of subsequent production items which could be referred to by the manufacturer as being manufactured in accordance with the certified type.

Scheme Type 3

FAHES performs factory audit using the approved factory auditors.

The surveillance includes periodic assessment of the production process and inspection of the production line.

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When serious nonconformities are found, the opportunity may exist to resolve them before widespread market distribution occurs.

After all positive evaluation results, FAHES performs Type 1a activities.

Scheme Type 5

The surveillance part of this scheme allows for the choice between periodically taking samples of the product either from the point of production, or from the market, or from both, and subjecting them to determination activities to check that items produced subsequent to the initial attestation fulfil the specified requirements.

The surveillance includes periodic assessment of the production process, or audit of the management system, or both. FAHES performs factory audit.

The extent to which the four surveillance activities are conducted may be varied for a given situation, as defined in the scheme. If the surveillance includes audit of the management system, an initial audit of the management system will be needed.

Labeling Requirements

Labeling and marking of the shipped product is necessary to be checked with the labeling and marking requirements of the related standard followed. FAHES will handle the client the labeling and marking requirements prior to conformity assessment.

Sampling

Samples are to be sent to FAHES for checking and making testing.

Client is to be notified that the testing will be in an accredited lab, according to the relevant standard. If the client wishes to test the product in a different lab or handle the testing by himself; the coordinator should choose the sample to be tested and inform the client that the laboratory must be an ISO 17025 lab.

Items selected or sent spontaneously by the client are not acceptable; unless FAHES saw that there will be no critical deference in selecting a certain sample.

1 extra sample (identical to the tested sample) must be kept in the sampling room for three (3) months, after which they are either returned to the exporter, at his request, or destroyed, or distributed.

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12 Decision of Certification and Issuing of the Certificate

Granting of a Certification

The certification body of FAHES or any legal entity which under operational control of FAHES issues certificates of conformity based on a positive assessment and evaluation results.

In case of a negative evaluation, the customer does not receive a certificate, but a nonconformity certificate. In the event of a negative evaluation result, the customer has the possibility to improve his product or resolve nonconformities within 8 weeks. The customer is not entitled to a positive decision.

Maintaining a Certification

The validity of the certificates associated with this certification program will have a validity indicated on the certificate, In some cases where the Country /Custom regulations are applied; FAHES will notify the client once at the beginning of the contract about the validity of the certificate.

Limiting, Suspending, Expiring and Withdrawal of Certificates

Expiring of Certificates

Certificates expire, if

- a) the period of validity specified in the product certificate has expired and there has been no extension.

Restriction, Suspension, Withdrawal of Certificates

The product certificates can be restricted, suspended or invalidated and withdrawn by the certification body of FAHES with immediate effect, if:

- a) the certified product is no longer in conformance with to the approved sample,
- b) products endanger the end users or third parties,
- c) at the time of the audit, facts were not (properly) seen and assessed or were not identifiable at that time, which would be in the way of a positive certification - this includes, for example, incorrect categorization of products into certain risk classes or classification according to purposes of use, including also a mistake or a lack of certification by the certification body of FAHES ,
- d) in the event of recurring surveillances, market controls or any other subsequent product or system defect that is not remedied by the product certificate holder within a reasonable period,

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- e) the product certificate holder does not carry out the periodic monitoring activities by the certification body of FAHES or impedes or restricts the proper implementation,
- f) product certificates or product certificate copies have been altered and thus falsified,
- g) existing authorizations for the use of the certificate are also applied to non-certified products and thus a certificate abuse takes place, which substantially affects the basis for a trusting cooperation,
- h) misleading or otherwise inadmissible advertisement with product certificates is done,
- i) fees for product certification and / or product testing are not paid by the product certificate holder within the specified period. If the charges relate to several product certificates, the certification body of FAHES SA decides which product or product certificate the measure should cover.
- j) despite information from the FAHES regarding changes of the technical state of the certified product, the customer does not meet the requirements of the certification body.

Procedure for the Withdrawal of the Product Certification

The certification body of FAHES gives the customer the opportunity to state its position prior to the declaration of limitation, suspension or withdrawal of a certificate, unless such a hearing is not suitable due to the urgency of the measures which need to be taken.

The right of the product certificate holder to continue to hold the product certificate of the certification body of FAHES automatically expires for those products listed in the product certificate which are affected by the restriction or suspension or which expire based on the termination by a specific date or became invalid, short-term.

The certification body of FAHES is authorized to publish restrictions, suspensions, invalidations and withdrawals as well as deletion of product certificates of the customer.

The certification body of FAHES may report, particularly in cases of violations, name and address of the customer, the type of the violation or the reason for the invalidity declaration, possibly information on the product, etc., to the competent authority and the accreditation authorities, to other "authorities", to importers and to other interested parties.

13 Surveillance Activities

The certification body of FAHES performs regular checks to ensure and maintain a consistent product quality. This surveillance is carried out if necessary, according to the regulations / specifications.

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14 Handling of Nonconformities (Defects)

- After every assessment or evaluation within the framework of the certification activity or after the surveillance activities , a so-called "List of deviation" is made available to the customer when nonconformities are identified. On the basis of this, the certification decision is made.
- The customer shall take appropriate measures to remedy nonconformities. The evidence of implementation must be provided in a suitable form within a period of validity dates of Inspection Report.
- In general, defects have to be removed immediately, as quickly as possible and sustainable by the customer.
- The plan of measures as well as proof of the successful removal of the defects must be submitted to the certification body of FAHES .
- The certification body of FAHES has the right to check the removal of the defect at any time at the expense of the product certificate holder.

15 Possible Information About Involved Third Parties, Subcontractors

The procedure of the incorporated third party lies only within the responsibility of FAHES, if the third party carries out activities incorporated by the FAHES. In case of a third party incorporated by the customer, the acting people of FAHES only check the plausibility of the submitted results.

16 Obligation, Rights & Liabilities

Obligations of the Customer (Exporter)

During the period of validity of the certificate the customer is , in addition to the compliance with all requirements of this certification program, obliged to:

- a) Fulfillment of specified requirements and conditions such as product requirements, including any changes, which must be fulfilled as a condition for establishing or maintaining the certification.
- b) Defining a new type description in case of a change to a certified product for the modified product, if it is also to be certified.
- c) Duplication of documents, certificates and any annexes in their entirety if the customer provides the certification documents to others. The duplication must be done as follows:

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- d) unique identification as a copy,
- e) the duplicated documents shall be marked with the note that they are excluded from the revision service.
- f) The customer is obliged to make records of all manner of disclosure, including details of the purpose for which and to whom the certificate and any annexes have been handed over.
- g) Permit that the certification body of FAHES is allowed to pass on information, documents and the like, which relate to the contract with the customer and the subject of the contract at the request of the approval and accreditation bodies of the certification body of FAHES.
- h) Notification of and for written approval by the certification body of FAHES regarding organization and management, regarding the certified product, system and personnel and any intended product changes, either through further development or through the replacement of components in time and before the products are put into production or placed on the market. The continuance of the product certificate depends on the result of a possible additional check.
- i) Notification of the certification body of FAHES of any change in the submitted production process, of the organization, the management or the quality management system concerning the product.
- j) Timely notification of the certification body of FAHES in case of an intended relocation of the production facilities or in case of an intended transfer of the company to another company or another company owner in time.
- k) Authorizing the certification body of FAHES to disclose information that has become public due to legal or regulatory reporting requirements in relation to the product certification body.
- l) Enabling periodically recurring inspections of product manufacturing by the certification body of FAHES.
- m) Verifiable observance of the instructions from the periodic manufacturing controls and the surveillance activities of the certification body of FAHES.
- n) Compliance with a contractual agreement with the actual manufacturer by the customer, which must be observed in manufacturing the product and which includes the tolerance of required control measures, if the customer as product certificate holder is not the manufacturer of the product.
- o) Independent observance of the obligation to report to the authorities as a manufacturer or distributor either by themselves or through an authorized representative, despite of a product certification by the certification body of FAHES .

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- p) Possibility of participation of observers. This applies to employees of FAHES and the authority during observation activities. Each of these observers is bound to secrecy.
- q) Enabling witness audits of the various approval and accreditation bodies of the certification body of FAHES as well as higher-level QM departments of the FAHES Group in its operating facilities and its subcontractors as well as the corresponding obligation of its subcontractors.
- r) Ongoing monitoring of the certified products to ensure that the products comply with the certified samples and meet all product requirements.
- s) At any time granting and enabling to carry out evaluations, appraisals and surveillances (if necessary) by the FAHES. This includes, but is not limited to, consideration of documentation and records, access to equipment, location(s) and production area(s), personnel and subcontractors of the customer.
- t) Execution of the production with high care concerning the excellence and quality including the verification that the certified product continues to meet the product requirements.
- u) Recording, investigation and treatment as well as archiving and compilation of all complaints and claims concerning the certified product, which are known by the market or third parties, as well as submission of these complaints to the certification body of FAHES and to inform the certification body of FAHES at its request. This requirement of recording extends to the entire validity period of the product certificate. After expiry of the product certificate, the records must be kept for ten years. Appropriate measures must be taken and documented.
- v) Immediate remedying of safety defects on certified products which subsequently become apparent. In any case, the customer shall stop placing these products on the market and immediately inform the certification body of FAHES.
- w) Use of product certification to the extent that the certification body is not discredited or to make any statements about its product certification that the certification body may consider to be misleading or unjustified.
- x) Carry out all required measures, which are brought to the attention by FAHES in case of suspension, withdrawal or termination of the certification as well as to stop the usage of any advertising materials which contain any reference to the certification. Furthermore, all specifications of this certification program shall be considered (e.g. the return of certification documents, logos).

Obligations of the Certification Body

FAHES have below rights in case if needed

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- Obligation to provide information when third parties are included in the activities,
- Responsibility for the publication of the “certified product list”,
- Storage obligation of records
- Reporting obligations acc. applicable rules and laws, to the necessary bodies/authorities, must be observed and listed.
- If required, disclosure of information from the customer to the necessary authorities
- Impartiality during the service provision
- Confidential handling of the information obtained within the framework of the legal and normative provisions

17 Relevant Additional Information

Complaints and Objections

Within the product certification process the customer has the opportunity to lodge a complaint or an objection, with regard to decisions made by the certification body to the certification body of FAHES.

The proposed procedure can be found on the FAHES website (<https://fahes.com.sa/>).

In case of denying a complaint or an objection the certification body of FAHES has to give a meaningful reason for their decision to the customer.

If the reason given by the certification body of FAHES is not accepted by the customer and no agreement or mutual solution of the matter can be established with the management of the certification body of FAHES, then the customer is entitled to the legal process.

Copyright

All copyrights to the test and monitoring reports, certificates, expert opinions, calculations and other results documented, provided by the certification body of FAHES, remain by the certification body of FAHES. The transfer, application and / or publication of the service beyond the contractually purpose requires the prior written agreement of the certification body of FAHES. In the case of the transfer, application and / or publication of the service, the customer is responsible for compliance with the legal regulations.

The customer shall indemnify the certification body of FAHES to the extent that any third-party claims are infringed.

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Non-Disclosure / Confidentiality /Data Protection

The FAHES has committed its employees and other fulfillment agents to confidentiality about all facts which have been brought to their notice during the service.

This commitment extends in case of involvement of third parties for these.

The customer allows the certification body of FAHES to make copies from written documents, drawings, plans, etc. for the files, which are left to the certification body of FAHES for reference.

18 Fees & Commissions

Quotations

Fees are to be quoted at the time of nomination, and proposed to the Client in the form of a contract in order to signed from both parties; client and FAHES

Quotations should be defined depending on the scope of work, including charges such as, testing, inspection , certification, sampling, loading, audit, re-issuance, licensing, registration Etc.

FAHES is free to waive this fee depending on the local market; if the overall profitability of the business is assured and if there are no fixed fees according to the related country program.

Invoicing and Payment Methods

Invoices can be paid in advance or after the service is done, depending on the commercial Contract between FAHES and Client .

Advanced payments from new clients or clients with high orders are strongly recommended.

19 Applicable Documents

The customer has to check the applicable standard; there is a list below to verify the certain standards

- Obtain the HS Code of the product and check it through SABER
- <https://saber.sa/home/hscodes>
- SABER search results will clear out the product category and the technical Regulation to be followed
- Open the related Technical Regulation from the below link and check its requirements
<https://saber.sa/home/regulations>
- At the bottom of the technical Regulation, you will find a table with the applicable standards to be used according to the product category.
- If the technical regulation does not specify any standard related to the customer product; the below standards are to be used in priority order as below:

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- SASO (Saudi Arabian Standards Organization)
- GCC (Gulf Cooperation Council)
- International Standards (ISO-, -IEC...)
- National Standards (NF-, BS-, DIN-, GB...)

The customer can choose the suitable standard in the last case according to the availability of the testing lab or supporting documents (type certificates).

- If SABER search results didn't give any related technical regulation and gave the option "Supplier Conformity Declaration"; in this case only the Supplier Declaration of Conformity is required without any further testing activities

21 REVISION HISTORY

Sr. No.	Date of Revision	Version N°	Description of change
1.	20/08/2024	00	Initial issue
2.	09/09/2025	01	Change of Fahes Logo
3	24/02/2026	02	Change of system coding