العلامة الدولية الخضراء
INTERNATIONAL GREEN MARK

INTERNATIONAL GREEN MARK (IGM)
Program Instructions Manual

SILVER LABEL
Single-Attribute Environmental Claims Verification Scheme

GOLD LABEL
Multi-Attribute Environmental Claims Verification Scheme

VOC LABEL
Volatile Organic Compounds Scheme

RS LABEL
Responsible Sourcing of Materials Scheme

V3.0 JUNE 2024

Dr. Yousef Alhorr, Founding Chairman

GORD
المنظمة الخليجية للبحث والتطوير
GULF ORGANISATION FOR RESEARCH & DEVELOPMENT

العلامة الدولية الخضراء
INTERNATIONAL GREEN MARK

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GORD

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Acronyms and abbreviations

GORD	Gulf Organisation for Research and Development
IGM	International Green Mark
ILAC	International Laboratory Accreditation
LCA	Life cycle assessment
LCI	Life cycle inventory
MENA	Middle East and North Africa
MRA	Mutual recognition agreement
NGO	Non-governmental organization
PCR	Product category rules
RS	Responsible sourcing

1. PREFACE

Gulf Organisation for Research and Development (GORD), a member of Qatari Diar Real Estate Investment Company, is a non-profit organization established in 2009 at Qatar Science and Technology Park (QSTP). GORD is committed to contribute to sustainable development of MENA region and joins the global efforts to meet the present needs without compromising the rights of the future generations. GORD, through its Centers of Excellence, promotes healthy, energy- and resource-efficient, and environmentally responsible building practices.

Address:
GORD, Qatar Science & Technology Park (QSTP),
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GORD Institute a Centre of Excellence at GORD, hereby denoted as "The Program Operator", runs multidisciplinary scientific research programs through its own resources as well as its partnerships with local and international institutions. The central aim of GORD Institute is to foster innovation, advance knowledge and build networks to enhance the sustainable built environment.

The Program Operator is the "Owner and Operator" of the International Green Mark (IGM) Program which is a system of product ecolabeling verified by a robust and independent certification process offered to manufacturers and suppliers to ensure that IGM eco-labeled products deliver high environmental performance and quality. The Program Operator follows the requirements of ISO 17065 and ISO 17067 for the operation and designing of IGM schemes. The Program Operator may assign a Program Operator for a specific territory outside Qatar based on agreed upon terms and conditions.

This document provides comprehensive information on the processes and guidelines of IGM's environmental labeling schemes.

2. INTRODUCTION

Ecolabeling is a voluntary method of environmental performance certification awarded preferably by an independent third party for products and services proven to be environmentally superior within a specific category. Such labeling schemes provide an indirect but effective approach to improve the quality of the environment and encourage sustainable management of resources.

Environmental labels are developed to inform consumers about the positive environmental impacts contributed by the products which they purchase. Through this approach, an environmental label presents an impartial statement on whether a product is less harmful to the environment than another similar yet unlabeled product.

Benefits of third-party managed ecolabeling schemes include the following:

- Enabling consumers to buy products with labels which target socially and ecologically responsible practices.
- Providing new trade opportunities via access to high-value niche markets.
- Resulting in safer and more reliable products.
- Facilitating wider acceptance of products in the marketplace.
- Instilling consumer confidence in the eco-labeled products.
- Distinguishing manufacturers making products with lower environmental impacts.

3. INTERNATIONAL GREEN MARK PROGRAM'S SCOPE

The IGM Program (henceforth referred to as the "Program") offers the following environmental labeling schemes for products:

3.1 SILVER Label: Single-Attribute Environmental Claims Verification Scheme

This scheme is described as follows:

- It is guided by ISO 14021 Standard.
- It verifies an individual environmental attribute or claim associated with the product and its functional characteristics. An example of a single attribute label is the representation of recycled content or the energy efficiency performance of the product.
- It provides recommendations and guidance on the requirements for the use of symbols and terms such as "recyclable" or "biodegradable" that can be associated with a specific stage of a product's life cycle.
- It is granted following a documentation assessment conducted by the Program Operator, and testing by an independent qualified and approved third party based on established methods in accordance with internationally or nationally recognized standards.

3.2 GOLD Label: Multi-Attribute Environmental Claims Verification Scheme

This scheme is described as follows:

- It is guided by ISO 14024 Standard.
- It is a multi-attribute, life cycle-based environmental certification which declares the overall environmental performance of a product and its functional characteristics based on quantitative and qualitative evidence to prove compliance with strict and rigorous environmental standards.
- It determines the product's environmental criteria pertaining to extraction, manufacturing, use and disposal of the product using qualitative and quantitative approaches.
- It is granted following a documentation assessment conducted by the Program Operator, and testing by an independent qualified and approved third party based on established methods in accordance with internationally or nationally recognized standards.

3.3 VOC Label: Volatile Organic Compounds (VOC) Scheme

This scheme is described as follows:

- It is guided by internationally recognized standards including those established by EPA, WHO, EU, etc.
- It verifies the supplier's claims for the VOC content within indoor application products and materials.
- It assesses systematically a range of aspects to ensure that products and materials result in lowest possible emissions considering the technical and economic factors.
- It is granted following an assessment of the evidence produced upon evaluation of the product by an approved third party operating in line with local and global standards.

3.4 RS Label: Responsible Sourcing of Materials Scheme

This scheme is described as follows:

- It is guided by BS 8902:2009 Standard.
- It assesses systematically (for a product manufacturer) a range of environmental, economic and social considerations in addition to aspects associated with the manufacturer's governance and quality systems, and supply chain management.
- It is granted following a documentation assessment of the environmental, social and economic aspects conducted by the Program Operator using a set of qualitative and quantitative approaches, in addition to testing by an independent qualified and approved third party based on established methods in accordance with internationally or nationally recognized standards.

4. PROGRAM COVERAGE

The Program covers construction materials defined as any product which is produced and placed on the market for incorporation into construction works (or parts thereof) and whose environmental performance influences the overall environmental performance of construction works. The Program develops the framework adopted for identifying and assessing such products' environmental criteria and for demonstrating their compliance.

The Program is based on ISO standards and other internationally or nationally recognized standards to ensure transparency and credibility in line with international principles and procedures applicable to similar programs. Best practices relevant to the local context and economic perspectives have been incorporated into the Program's development to ensure robust and objective implementation.

The following standards are indispensable for the application of this document:

- ISO 14020:2000, Environmental labels and declarations – General principles.
- ISO 14021:2016, Environmental labels and declarations – Self-declared environmental claims (Type II environmental labeling).
- ISO 14024:2018, Environmental labels and declarations (Type I environmental labeling – Principles and procedures.
- ISO 14040:20061, Environmental management – Life cycle assessment – Principles and framework.
- ISO 14044:20061, Environmental management – Life cycle assessment – Requirements and guidelines.
- ISO 14050, Environmental management – Vocabulary.
- BS 8902:2009, Responsible sourcing sector certification schemes for construction products – Specification.
- ISO 17034:2016, General requirements for the competence of reference material producers.

The Program is voluntary and is open to all interested parties and applicants.

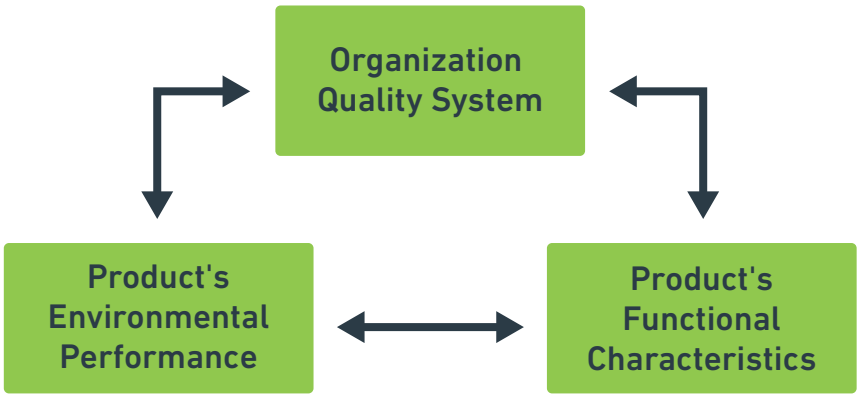
5. PROGRAM'S GUIDING OBJECTIVES AND PRINCIPLES

The overall objective of the Program is to encourage the use of products with improved environmental and functional performance through transmission of verified and accurate information on environmental aspects of products. This ecolabeling will encourage the demand for and supply of products that cause less stress on the environment, thereby stimulating the potential for market-driven, continuous environmental improvement.

The guiding principles of the Program are as follows:

- Ensuring that the labels are accurate, verifiable, relevant and not misleading.
- Ensuring that the labels are based on scientific methodologies that produce results which are accurate and reproducible.
- Ensuring that the information concerning the procedure and methodology used to support labels is available and provided upon request to all interested parties.
- Ensuring that the process of developing labels includes an open, participatory consultation with interested parties.

The Program's framework is based on ISO guidelines and industry best practices related to economic, social and environmental aspects pertaining to the product's development and use. The framework provides a robust and rigorous approach for evaluation and assessment through an integrated and independent three-tiered (consisting of the organization's quality management systems, product environmental performance and product functional characteristics) verification and review, as depicted in the figure below.



6. PROGRAM OPERATOR'S RESPONSIBILITIES

The Program Operator is responsible for the following:

- Preparation, maintenance and communication of the General Program Instructions (this document).
- Development, maintenance and public communication of the criteria documents for different products as needed.
- Development, maintenance and communication of procedures concerning the verification of compliance with the requirements of the Program's criteria documents.
- Defining the commercial aspects of the Program.
- Ensuring the competence, confidentiality, independence and impartiality of the verifiers.
- Ensuring open and transparent involvement of interested parties in the development of the Program's criteria documents.
- Management of complaints and appeals.
- Publication and public listing of products approved to use the IGM mark.

7. PROGRAM REQUIREMENTS

To meet the requirements for the development of different types of labels in this Program, the Program Operator follows an iterative procedure which includes:

- Consultation with interested parties.
- Selection of product categories and types.
- Development, review and modification of product environmental criteria.
- Development, review and modification of product category rules.
- Review, assessment and validation of products' environmental claims.
- Review of products' function characteristics.
- Determination of third-party testing standards and procedures.
- Establishment of certification procedures and other administrative elements of the Program.

The Program instructions established by the Program Operator incorporate the competence of verifiers involved in the compliance process, including knowledge of the following:

- Relevant sector and products within the sector.
- Product-related environmental criteria, including the methodology used to develop the criteria.
- Regulatory framework of the relevant region(s).
- Program's rules for all types of labeling.
- Documents and other standards relevant to the verification.

8. CONSULTATION WITH INTERESTED PARTIES

The Program Operator carries out consultations to establish the criteria of certification based on national and international standards and/or through a formal mechanism that facilitates the participation of interested parties and relevant experts, or through public hearings if required.

The interested parties for the ecolabeling Program may include, but are not limited to, material suppliers, manufacturers, trade associations, purchasers, users, consumers, non-governmental organizations (NGOs), public agencies and, when relevant, independent parties and certification bodies.

9. PROCEDURE FOR SINGLE-ATTRIBUTE ENVIRONMENTAL CLAIMS VERIFICATION SCHEME: SILVER LABEL

9.1 Selection of environmental claims

This scheme of the Program focuses on verifying the environmental attributes or claims listed in the table below through third-party testing based on the methods stated in this manual. These claims can be applied, when relevant, to any stage of the product manufacturing, usage and disposal. The requirements for the usage of these terms are provided in ISO Standard 14021.

Selected Environmental Claims	
Compostable	Degradable
Designed for disassembly	Extended life product
Recovered energy	Reduced energy consumption
Recycled content	Reduced resource use
Reduced water consumption	Waste reduction
Refillable	Reusable

9.2 Evaluation of comparative claims

Comparative claims shall be evaluated against selected reference products which serve similar functions, supplied by the same or different producer in the market. In addition, the comparison shall be made using a published standard or a recognized test method.

10. PROCEDURE FOR MULTI-ATTRIBUTE NVIRONMENTAL CLAIMS VERIFICATION SCHEME: GOLD LABEL

10.1 Selection of product categories

The Program Operator shall consider the market's needs based on the demand observed from queries, national requirements and/or by conducting feasibility study. The study may include:

- Consideration of products.
- Consultation with interested parties.
- Market survey for demand.
- Range of suppliers in the market (e.g., production capacity, domestic, international, etc.).
- Assessing the environmental impacts of the products.
- Assessing the potential and need for environmental improvement.
- Assessing the availability of data.
- Examining the current national and international legislation and agreements.

Once the feasibility study is complete, the Program Operator shall initiate the identification of the product and the characteristics to be covered as part of the ecolabeling program. In addition, the selection of product categories may be initiated based on requests originating from the marketplace's key players where specific products are identified for consideration by the Program Operator.

10.2 Selection and development of product environmental criteria

The Program Operator determines the products and product environmental criteria (in accordance with ISO 14020 and ISO 14024) and uses a typical product environmental criteria selection matrix as shown in the table below:

Life cycle stages	Selected Environmental Criteria				
	Energy	Materials	Water	Emissions	Waste Management
	Renewable/ Non-renewable	Renewable/ Non-renewable			
Resource extraction					
Production					
Use					
Disposal					

The process for establishing the criteria accounts for relevant local, regional and global environmental issues, available technology, and economic aspects. Some major considerations are outlined below:

- Identification of areas most relevant for the reduction of environmental impact.
- Use of qualitative and quantitative indices.
- Determination of test methods and procedures for test laboratories.

11. PROCEDURE FOR VOLATILE ORGANIC COMPOUNDS SCHEME: VOC LABEL

11.1 Identification of VOC materials

This scheme of the IGM Program is designed to validate suppliers' claims about the amount of VOC content in their products and materials for indoor applications. This verification is done through third-party testing following the guidelines set forth in this manual. The overall objective of this scheme is to ensure that the assessed materials and products result in the lowest possible emissions considering the technical and economic factors. As per Environmental Protection Agency (EPA), "Volatile organic compounds (VOCs) are emitted as gases from certain solids or liquids. VOCs include a variety of chemicals, some of which may have short- and long-term adverse health effects." Since VOCs are released when the chemicals vaporize, studying various compounds' reaction to heat can help assess the harmful impact of products containing volatile compounds.

11.2 Evaluation of types of VOCs

EPA's classification of VOCs is based on the volatility of compounds. A highly volatile compound vaporizes on lower boiling points thereby resulting is higher levels of emissions as temperature increases. In general, the boiling points of VOCs range between 50-100 to 240-260oC. Although all VOCs are detrimental to indoor air quality, those with lower boiling points pose greater threats to the health and wellbeing of the occupants. VOCs are present in a range of building and construction products, including paints, lacquers, stains, sealants, finishes and insulation materials. Following are some commonly found VOCs:

- Formaldehyde
- D-Limonene
- Toluene
- Acetone
- Ethanol (Ethyl Alcohol)
- 2-propanol (Isopropyl Alcohol)
- Hexanal

12. PROCEDURE FOR RESPONSIBLE SOURCING OF MATERIALS SCHEME: RS LABEL

12.1 Selection of sustainability issues identification

This scheme of the Program shall consider each of the sustainability issues listed in Table 1 as identified in BS 8902:2009. These issues can be applied, when relevant, to the stages of sourcing, manufacturing and distribution, and product usage. In addition, the relevance of each of these issues to the product type under consideration should be identified in a systematic manner, where possible with stakeholders.

Field	Issue	Relevant Certification schedule requirement and clause number	Justification for Irrelevance
Environmental	Recyclability and recycled content		
	Renewability		
	Harvesting or extraction impacts		
	Greenhouse gas emissions		
Environmental	Energy usage		
	Water usage		
	Biodiversity		
	Eco toxicity		
	Land remediation		
	Waste management		
Social	Workers' conditions		
	Safe and healthy working conditions		
	Slave labor		
	Child labor		
	Fair wages		
	Working hours and holidays		
	Freedom to join trade unions (freedom of association)		

Social	Equality with respect to gender, ethnicity, religion and political persuasion		
	Complaints and prosecutions		
	Skills and training		
	Community relations		
	Contribution to the built environment		
	Ethical business practice		
Economic	Contribution to the built environment		
	Ethical business practice		
	Contribution to the diversity and stability of the local economy		
	Long-term financial viability		

12.2 Evaluation of issues

Sustainability issues shall be evaluated against comparable products serving similar functions, supplied by the same or a different producer in the market. In addition, the comparison shall be made using, where possible, a published standard or recognized test method in addition to reports and plans.

13. SELECTION OF PRODUCTS' FUNCTIONAL CHARACTERISTICS

In developing the environmental criteria, the fitness for purpose of the products and the levels of performance shall be taken into account. The products' functional characteristics can be selected based on product performance and not just based on design or descriptive characteristics.

When establishing the products' functional characteristics, consideration is given to:

- Identification of the product function characteristics based on performance.
- Selection of key performance elements that characterize the function.
- Determination of the necessary levels of performance based on national/international standards and/or practices.

14. SELECTION OF METHODS FOR EVALUATION AND VERIFICATION

The determination of test methods and procedures for the evaluation of performance, in addition to claim verification pertaining to various labeling schemes, shall follow international standards, recognized standards that are internationally accepted (these may include national or regional standards) or industry/trade methods which have been subjected to peer review.

A third-party testing laboratory, which is independent of the parties involved i.e. the supplier and the purchaser, and is accredited as per ISO 17025 by an accreditation body member of ILAC MRA is approved by the Program Operator for performing the required testing.

The minimum verification information required to be documented and retained shall include:

- Identification of the standard and/or method used.
- Documentary evidence, if verification cannot be made by testing the finished product.
- Test results, where these are necessary for verification.
- Name and address of the independent verifier when verification is carried out by an independent verifier outside the Program.

15. REPORTING AND PUBLICATION

The Program Operator publishes the following information related to the products covered under different ecolabeling schemes:

- List of products covered under the ecolabeling program.
- Criteria that are required to be met in order to obtain the specific ecolabeling scheme.
- Methods, procedures and testing required for demonstration of compliance with the criteria or for validating the claim.
- List of products and their manufacturers who have been granted use of IGM ecolabeling.

16. MODIFICATION TO PRODUCT ENVIRONMENTAL CRITERIA

The Program Operator shall announce any changes to the product environmental criteria on its website and shall also inform all the manufacturers/suppliers of the products that have already been approved to use ecolabeling and are affected by changes in the criteria. The deadline for meeting the revised criteria for the manufacturers who have been approved to use ecolabeling prior to the revision will be established considering the following:

- Urgency of complying with the revised criteria.
- Extent of the change, length of time and level of complexity to be involved in the manufacturing process to comply with the revised criteria.
- Avoidance of any unintentional commercial advantage given to a particular manufacturer or to a particular design or process.
- Need to involve the licensee's material suppliers.
- Action that needs to be taken for the existing products that were awarded the label in accordance with the old requirements and are still in the supply chain.
- Complexity of administering the changes by the Program Operator.
- Any regulatory requirements.

17. IGM CERTIFICATION PROCESSES

The Program Operator has established rules for the overall ecolabeling program. These rules control the general guidelines for awarding the licenses to use IGM labels. The general rules address at least the following:

- Publicity by the licensees.
- Conditions that could lead to the suspension, cancellation or withdrawal of a license.
- Procedures for implementing corrective action on the licensee in case of nonconformity.
- Procedures for resolution of disputes, complaints and appeals.
- Procedures for testing and verification.
- Conditions for the use of the mark.

The certification processes undertaken for each of the schemes are outlined in this section. The major differences between each label's process exist due to the differences in their assessment procedures. A comparison of each scheme is outlined below.

Assessment Area	LABEL			
	SILVER	GOLD	VOC	RS
Manufacturer quality management system review	✓	✓	✓	✓
Manufacturer managed third-party testing for functional performance	✓	✓	✓	✓
Program Operator managed third-party testing for environmental claims	✓	✓	✓	
Life cycle assessment		✓		
Life cycle modeling				
Social impact assessment				✓
Economic impact assessment				✓

17.1 Process for SILVER, GOLD & VOC Labels

The figure below outlines the overall process adopted for SILVER, GOLD and VOC Labels certification.

A brief description of each of these steps is given in the subsequent sections.

Application Submission:

As the Program is voluntary, applicants interested in obtaining a license to use the IGM certification for environmental claim verification for a product are required to apply using the application form. Before applying, applicants should review the Program General Instructions Manual and ensure that their products meet the requirements as stipulated by the Program Operator. Applicants are required to submit all test reports from approved/accredited laboratories that demonstrate that their product/service meets fitness for purpose requirements. Furthermore, the applicant must submit company documentation such as commercial registration, in-house quality manual, ISO 9001/14000 certifications and corporate offerings (as outlined in the application form).

Desk Review:

The Program Operator shall carry out a preliminary check on the documents and subsequently inform the applicant with any missing documents or supporting evidence. The Program Operator shall then share the evaluation process, the required documentation and the quotation for the selected scheme's services. If an applicant has already received a corresponding ecolabel from a recognized ecolabeling certifying body, the applicant will be requested to submit all relevant documentation (as outlined in the application form). A comprehensive review of the ecolabel certifying body will be conducted by the Program Operator to ensure compliance with IGM relevant standards.

Third-Party Testing:

The Program Operator shall manage a testing performed by a third-party accredited laboratory accepted to perform the specific tests needed to verify the product's compliance with:

A) the criteria associated with the selected environmental indicators stated in this manual for SILVER Label, or VOC Label

B) the criteria associated with the selected environmental indicators and life cycle stages stated in this manual for GOLD Label.

An agreed upon quantity of sample material (corresponding with the manufactured product or precursor) shall also be submitted to the Program Operator. The laboratory test reports shall be reviewed by the Program Operator to determine whether the obtained data complies with the relevant criteria document threshold(s).

Site Audit:

In specific situations, site audits may be required to verify conformity with the Program's requirements. In such cases, audits need to be carried out under the supervision of the Program Operator's representative.

Notice of Assessment Result:

The applicant will be notified of the outcome of the verification assessment by the Program Operator with the submission of an assessment outcome report. If the product does not meet the criteria document requirements, there will be an opportunity for the applicant to appeal the decision with additional documentation to be submitted for further review.

Certification Issuance and Label Usage:

Once it is confirmed by the Program Operator that the product meets the required environmental and functional requirements as defined in the criteria document, the Program Operator shall award a license to use the IGM Mark on the product and also publish the list of the approved products on its website.

17.2 Process for RS Label

The figure below depicts the overall certification process adopted in this scheme.

A brief description of each of these steps is given in the subsequent sections.

Application Submission:

As the Program is voluntary, applicants interested in obtaining a license to use the IGM

certification for environmental claim verification for a product are required to apply using the application form. Before applying, applicants should review the Program General Instructions Manual and ensure that their products meet the requirements as stipulated by the Program Operator. Applicants are required to submit all test reports from approved/ accredited laboratories that demonstrate that their product/service meets fitness for purpose requirements. Furthermore, the applicant must submit company documentation such as commercial registration, in-house quality manual, ISO 9001/14000 certifications and corporate offerings (as outlined in the application form).

Desk Review:

The Program Operator shall carry out a preliminary check on the documents and subsequently inform the applicant with any missing documents or supporting evidence. The Program Operator shall then share the evaluation process, the required documentation and the quotation for the selected scheme's services. If an applicant has already received an ecolabel from a recognized ecolabeling certifying body, the applicant will be requested to submit all relevant documentation. A comprehensive review of the ecolabel certifying body will be conducted by the Program Operator to ensure compliance with IGM relevant standards.

Environmental Impacts Assessment:

The Program Operator will assess the quantitative and qualitative evidence submitted by the applicant on issues associated with environmental impacts of the product such as renewability, recyclability and recycled content, greenhouse gas emissions, energy usage, water usage, biodiversity, land remediation and waste management, etc.

Social Impacts Assessment:

The Program Operator will assess the quantitative and qualitative evidence submitted by the applicant on issues associated with social impacts of the product such as workers' conditions, safe and healthy working conditions, fair wages, working hours and holidays, freedom to join trade unions (freedom of association), equality with respect to gender, ethnicity, religion and political persuasion, complaints and prosecutions, community relations, and ethical business practice, etc.

Economic Impacts Assessment:

The Program Operator will assess the quantitative and qualitative evidence submitted by the applicant on issues associated with social impacts of the product such as skills and training, contribution to the diversity and stability of the local economy, ethical business practice, job creation and prosperity, circular economy stimulation and long-term financial viability, etc.

Notice of Assessment Result:

The applicant will be notified of the outcome of the verification assessment by the Program Operator with the submission of an assessment outcome report. If the product does not meet the criteria document requirements, there will be an opportunity for the applicant to appeal the decision with additional documentation to be submitted for further review.

Certification Issuance and Label Usage:

Once it is confirmed by the Program Operator that the product meets the required environmental and functional requirements as defined in the criteria document, the Program Operator shall award a license to use the IGM Mark on the product and shall also publish the list of the approved products on its website.

17.3 Compliance Monitoring

After the license has been awarded to an applicant, the licensee shall inform the Program Operator about any change that may affect its continued compliance with the requirements. The Program Operator shall ensure that any change in the product or its manufacturing process likely to affect compliance is considered and shall require the licensee to initiate corrective action if compliance is not maintained. It is the responsibility of the licensee to ensure that compliance with the Program's requirements is maintained throughout the validity period.

17.4 Validity of IGM Certificates

The validity duration of the usage license for the IGM Mark is outlined in the table below.

Label	Validity
SILVER Label	Three years
GOLD Label	Three years
VOC Label	Three years
RS Label	Four years

Applicants granted a license to use the IGM Mark are required to demonstrate a continued compliance via criteria documentation through the submission of qualitative and quantitative evidence as required by the Program Operator following the aforementioned validity durations

for each scheme. An onsite review of the changes by a Program Operator's verifier, if required, will be communicated to the applicant as part of the conditions of the re-issuance of the license. In case of any changes made by the applicant in the product or manufacturing process (as applicable), the applicant shall inform the Program Operator in advance. The Program Operator may decide to perform the verification either through documentary evidence and/or onsite verification to confirm the changes and to ensure continued compliance with the criteria document. The verification of any changes will be chargeable to the applicant as per the published fee schedule.

The Program Operator is the sole owner of the IGM Mark and the licensee is given the rights to use the mark if the product of the applicant continues to meet the requirements as stipulated by the Program Operator. However, the applicant is responsible for ensuring that the product continues to meet the requirements of the criteria document and has liability and responsibility for the same. The applicant shall ensure that the Program Operator is notified when any changes are made in the product or its manufacturing process.

The Program Operator will contact the IGM Mark awardee on an annual basis to request a signed declaration that no changes have occurred to the product or production process or information on any factors that may result in noncompliance with any of the requirements given in the criteria document for IGM Mark. If any such changes have occurred, the Program Operator reserves the right to suspend or withdraw the right to use the IGM Mark or organize a special verification activity where the applicant will bear the cost as per the published fee schedule.

18. CERTIFICATION FEES

Information about the Program's operation fees are available on GORD's website at: www.gord.qa or can be requested from the Program Operator.

19. USE OF IGM MARK

The conditions for the use of IGM Mark by the licensee are made available to the licensee and forms as part of the contractual obligation of the Program Operator and the licensee.

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