

香港標準及檢定中心

Hong Kong Standards and Testing Centre

**YOUR GUIDE  
TO  
CERTIFICATION  
OF**

“STC tested” Mark

“STC tested” Mark(Macau)

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### **3. Introduction to Hong Kong Standards and Testing Centre (STC)**

Hong Kong Standards and Testing Centre – STC was established in 1963 as Hong Kong's first independent and not-for-profit Testing, Inspection and Certification organization. Committed to providing professional, reliable and comprehensive services.

STC has gained worldwide recognition from accreditation bodies and organizations for ensuring product safety and quality compliance, issuing reliable and accurate reports, and providing exceptional customer support services. As your trusted global partner, STC is the one-stop solution for all your Testing, Inspection and Certification needs.

STC is supervised by a Board of Directors. Board Members include prominent industrialists, representatives from major industrial, trade and service organizations, tertiary education institutions, consumer associations, specialists or professionals in the field of product quality and safety and other independent persons contributing to the product certification field.

Quality is what all companies try to project and it is basically what consumers are looking for. In view of this, Hong Kong Standards and Testing Centre (STC) has launched an independent certification scheme for product quality - the "STC tested" Mark (the "Mark") to provide an unambiguous definition and identification to product quality. The following sections will introduce you to the scheme and guide you step-by-step through the certification process.

## 4. “STC tested” Mark Scheme

“STC tested” Mark is a product quality certification mark. It helps consumers to identify, at a glance, that the product has been tested by Hong Kong Standards and Testing Centre (STC) to relevant local and international standards. To ensure it represents the best quality mark in the market, type testing and regular market surveillance are the key areas controlled by this scheme. The Mark imparts an independent quality endorsement of products as compared to those without the Mark.

The “STC tested” Mark Scheme is developed, operated and administered by STC. It was commissioned in 2003 with objectives to:

- assist the suppliers and manufacturers to promote their products in the market;
- assure the consumers the products have good quality and performance through testing;
- fulfils the community’s quest for an independent certification mark to differentiate good-quality products from other products in the market;
- assist consumers to identify independently tested products and make a better choice;
- give a level of assurance the performance and quality of the marked products.

The Scheme accepts applications from and is accessible to all applicants including manufacturers, importers, distributors and retailers, so long as the application falls within the scope of the Scheme, which includes, but is not limited to, the following:

- Food products
- Health food / Health supplement products
- Proprietary Chinese Medicines
- Cosmetics and toiletries
- Household products and detergents
- Miscellaneous products / others

The Scheme is operated and administered according to a documented structure designed to safeguard and ensure the impartiality of the Scheme.

The regulations / standards that the Scheme adopts are, in descending order of importance, outlined below:

1. Current Hong Kong safety regulations
2. International standards
3. Regional standards
4. National standards
5. Industry standards
6. Organization standards

## 5. “STC tested” Mark (Macau) Scheme

“STC tested” Mark (Macau) Scheme helps consumers to identify, at a glance, that the manufacturer has been inspected and the product has been tested by Hong Kong Standards and Testing Centre (STC) to relevant local and international standards. To ensure it represents the best quality mark in the market, type testing, factory inspection and regular market surveillance are the key areas controlled by this scheme. The Mark imparts an independent quality endorsement of products as compared to those without the Mark.

Format of the “STC tested” Mark (Macau) is shown below :



The Objectives:

- assist manufacturers to produce good quality and safety products;
- encourage and commend those manufacturers striving to achieve good manufacturing process control;
- assist the suppliers and manufacturers to promote their products in the market;
- assure the consumers the products have good quality and performance through inspection and testing;
- fulfil the community's quest for an independent certification mark to differentiate good-quality products from other products in the market.
- assist consumers to identify independently tested products and make a better choice;
- give a level of assurance the performance and quality of the marked products.

The “STC tested” Mark (Macau) Scheme accepts applications from and is accessible to all applicants including manufacturers, importers, distributors and retailers, so long as the application falls within the scope of the Scheme, which includes, but is not limited to, the

following:

- Food products
- Health food / Health supplement products
- Proprietary Chinese Medicines
- Cosmetics and toiletries
- Household products and detergents
- Miscellaneous products / others.



## 6. Certification Process

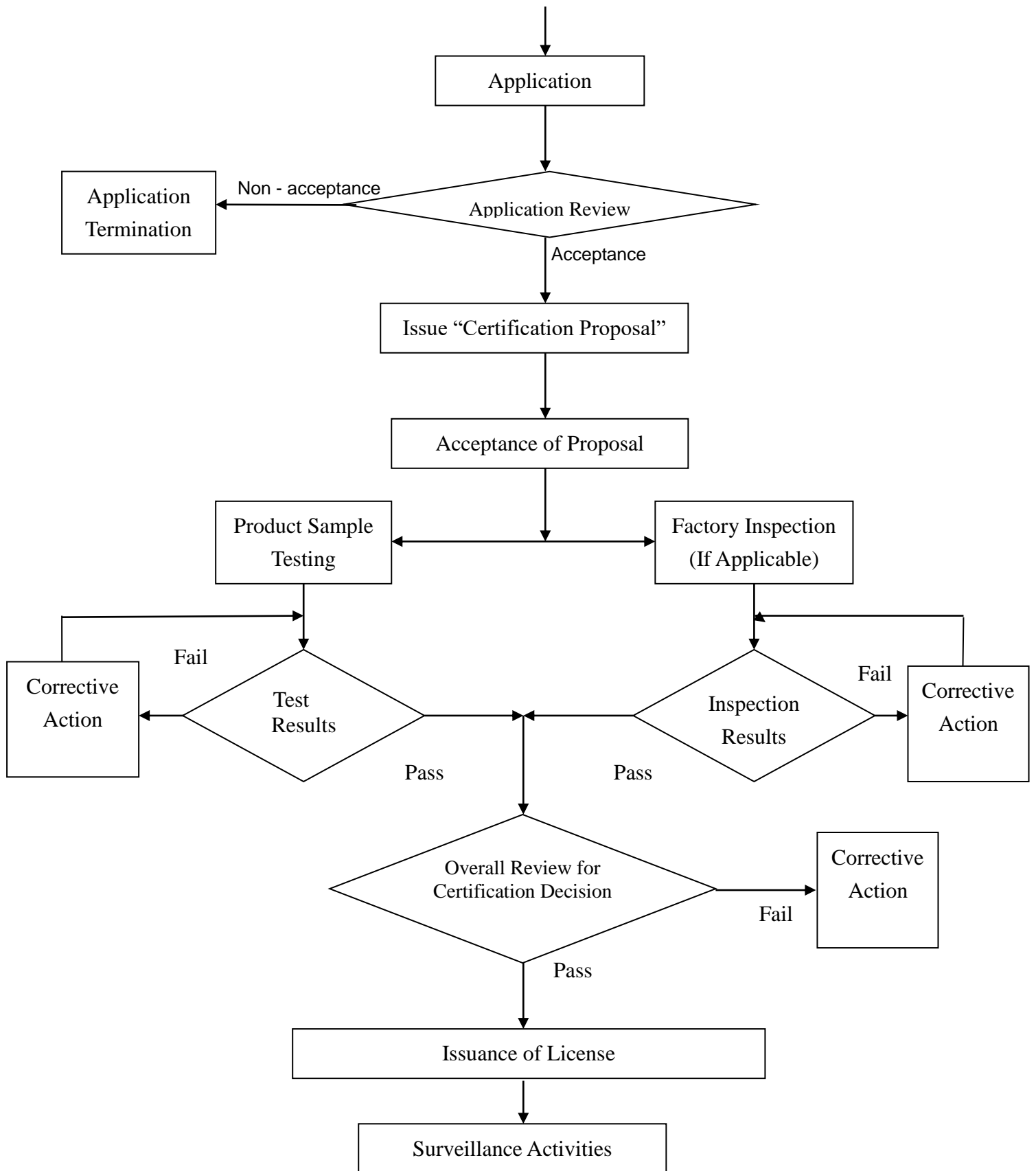
The “STC tested” Mark Scheme adopts a “product-oriented” certification program. Products applying for certification is subject to product testing and, where applicable, factory inspection to ensure full compliance with the relevant applicable safety regulations and / or standard(s) requirements as defined by STC. Certified products are issued with the “STC tested” Mark License and are authorized to bear the “STC tested” Mark.

To ensure continual compliance of the certified products with the certification requirements, an on-going surveillance program is implemented which includes routine factory inspection, market sampling surveillance, and type test assessments.

The chart shown below summarizes the certification process of the “STC tested” Mark Scheme and “STC tested” Mark (Macau) Scheme.

## 7. Certification Process Flow Chart





## 8. Application Procedures

In general, an organization that wishes to use the “STC tested” Mark will be required to go through the following process:

1. Submission of the following information to STC:
  - Completed Application Form (STM/001);
  - A copy of the Business Registration Certificate and/or Certificate of Incorporation;
  - Product Information (e.g. catalogue, ingredient list, packaging information etc)
2. STC shall review the application form and information provided by the Subscriber to ensure that product seeking certification falls within STC scopes of services.

*Note: STC can decline to accept an application or maintain a contract for certification from a Subscriber when fundamental or demonstrated reasons exist, such as the Subscriber participating in illegal activities, having a history of repeated non-compliances with certification/product requirements, or similar client-related issues.*

3. Submission of sample(s) for testing if the application is accepted by STC;
4. Product testing and, where applicable, factory evaluation by STC;
5. Granting of the “STC tested” Mark License by STC if the results of the above evaluation are satisfactory; and
6. Performing routine surveillance by STC after the License is granted. Depending on the product type, the routine surveillance can be:
  - Routine Inspection Visit at the factory, and/or
  - Testing of samples taken from open market or the manufacturer’s stock or a combination of both.

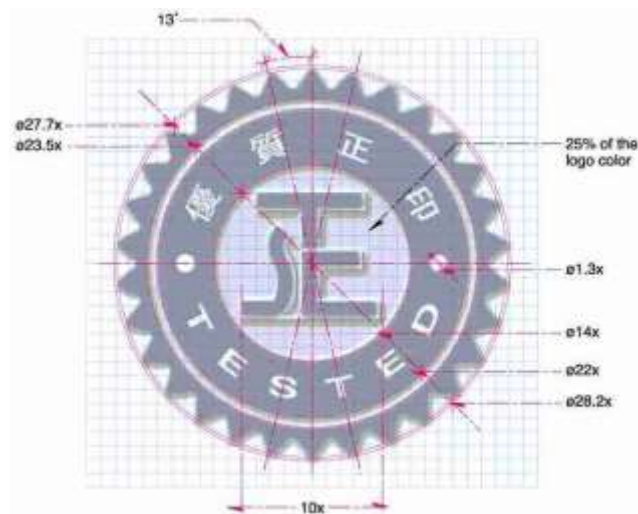
## **9. Extension and Reduction of Scope**

- 7.1 Any request for extension of scope to the existing License, such as inclusion of additional models in the same manufacturing factory, or addition of another factory to produce certified products, will be handled as a separate application. Applicant shall follow Section 6 “Application Procedures” to file the application to STC. STC will review and determine the required evaluation activities to continue the certification.
- 7.2 Subscriber is allowed to reduce the scope of certification voluntarily at any time by making a written request to STC. Subscriber is required to return the License to STC. STC will update all relevant certification documents, including the License of STC Certified Products. The products removed from the License after reduction of scope can no longer apply the “STC tested” Mark and the Subscriber cannot make any further claims of certification by STC for that products.

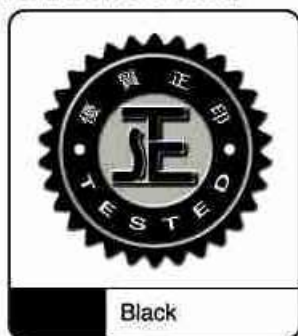
## 10. Use of License, Certificate and Mark

The use of “STC tested” Mark and the License are subject to conditions as outlined below:

- 8.1 The “STC tested” Mark and the License are the properties of The Hong Kong Standards and Testing Centre. STC has full control over the use and display of the License and the Mark. The organizations authorized to use the Mark and the License shall ensure that they are used in accordance with the regulations and requirements laid down in this Guide and the “STC tested” Mark Regulations issued from time to time.
- 8.2 When certification of the product has been authorized there shall be a marking to indicate compliance with the requirements of “STC tested” Mark in the form outlined below. Under no circumstances should a product bearing the “STC tested” Mark be released to the market prior to the issuance of certification.
- 8.3 Format of the “STC tested” Mark and “STC tested” Mark (Macau)
  - 8.3(a) “STC tested” Mark



### PANTONE COLOR



*The following logos are to be used if they are backed with dark or their own similar color background.*



8.3(a) "STC tested" Mark (Macau)

*Pantone Color*



*The following logos are to be used if they are backed with dark or their own similar color background.*



8.4 The “STC tested” Mark may appear in any size provided it is not less than 10 mm in height. The Mark can be enlarged or reduced with its aspect ratio remaining unchanged. Where limitations of space prevent the use of the Mark in the minimum size (i.e. 10 mm in height), requests to use a Mark of smaller dimensions will be considered by STC on the basis of legibility.

#### 8.5 Use of “STC tested” Mark on Certified Products

8.5.1 The “STC tested” Mark on any Certified Product will be identified with the holder of the License (Subscriber). The Mark should be applied in such a way that is easily visible, clear, legible, reliable and prevents it from deterioration.

8.5.2 Subscribers who want to apply the Mark to their Certified Products shall submit their proposals, such as form of marking, marking method and location, to STC for approval.

#### 8.6 The Use of “STC tested” Mark in literature

8.6.1 Following certification of the product, the Subscriber may include in its catalogues, information accompanying the product (such as instruction books, manuals) and advertising literature the statement “This ..... is listed by the Hong Kong Standards and Testing Centre as certified”, and the Subscriber may use the “STC tested” Mark, which shall be reproduced in black, blue (Pantone 540) or red (Pantone 200). The Subscriber may use the “STC tested” Mark (Macau), which shall be reproduced in black, blue (Pantone 540), red (Pantone 200) and green (Pantone 3285). In each case the statement or the “STC tested” Mark shall be so placed that there is no doubt as to the identity of the Subscriber and the product to which it applies.

8.6.2 Other wording indicating compliance with requirements of “STC tested” Mark may be used provided that it is submitted to STC for written approval beforehand.

8.6.3 The “STC tested” Mark shall not be used in advertising and published literature or in any manner either implying that products are certified, when such is not the case, or misinterpreting the extent of certification.

## 11. Suspension and Cancellation of License

- 9.1 Situation in which suspension of License may be initiated shall include, but not be limited to the following:
- Voluntary initiated by the Subscriber;
  - Delay of payment of certification fee;
  - Breach of the “STC tested” Mark Regulations or any other contravention of the rules of the Scheme;
  - Misuse of certification, e.g. misleading claim of certification;
  - Reported incidence of certified product from the public;
- 9.2 During License suspension, the Subscriber is not allowed to use the license or claim any certification for the product.
- 9.3 Subscriber will be advised to take appropriate action to rectify the situation within the specified timeframe in order to resume certification.
- 9.4 If the suspension cannot be lifted up within the specified timeframe, it will lead to cancellation of License.



## **12. Complaints, Appeals and Disputes**

- 10.1 STC has established procedures to ensure fair handling of complaints and disputes brought by Subscribers or other interested parties, and to allow them an avenue of appeal.
- 10.2 A Subscriber may submit complaints to STC about any aspects of STC's service, or lodge an appeal against any decision made or action taken by STC.
- 10.3 A written submission providing grounds of the complaint or appeal shall be made to STC within 21 calendar days after having been informed of such a decision.
- 10.4 STC shall investigate and examine the case at executive level. STC will notify the complainant / appellant the outcome of such investigation and examination.
- 10.5 In the event that the complainant / appellant refuses to accept the outcome as determined by the STC executives, he may choose to escalate the case to the STC Appeal Panel. Appeal Panel is composed of members who have no prior involvement in the matter concerned to ensure an impartial appeal hearing and investigation.
- 10.6 Appeal Panel hearing will be convened to investigate and examine the case. Concerned parties including the complainant / appellant shall be entitled to be heard in confidence.
- 10.7 The complainant / appellant will be informed of the decision of the Appeal Panel.

## 13. Frequently Asked Questions

1. How does STC monitor certified products to ensure continuous compliance?

After a product has been certified by the Scheme, STC will arrange to inspect the manufacturing factory regularly or to conduct random sample checks in the market. Any non-compliance or violation shall be subjected to further investigation. If the non-compliance is serious, STC will advise the manufacturer to stop production and suspend the use of the “STC tested” Mark. STC will also take appropriate legal actions if necessary.

2. What are the certification fees for the Scheme?

As a not-for-profit organization, STC will charge clients the following certification fees to support its operations:

- Application fee;
- Product Testing and Certification report fee;
- Factory Inspection fee (if applicable);
- Annual License fee;
- Label fee

3. How long is the validity of the “STC tested” Mark License?

In general, the validity of the ”STC tested” Mark License is One year. .

Please call STC hotline at (852) 2666 1887 or fax at (852) 2663 1284 or send email to [stcmark@stc.group](mailto:stcmark@stc.group) for more certification information on your products.

Remarks: STC retains the authority and responsibility for the granting, extending, suspending and withdrawing of the certification.