



Monitoring is an important part of our activities. We constantly check that the products on the market are identical to those that were originally certified and we track any misuse of our conformity marks, in the interests of consumers and companies that have invested in standards-compliant products.

WHAT do we check?

- We check that the products on the market displaying our logos are indeed certified and still conform to those that have been assessed by our engineers;
- We track any misleading or deceptive statements and communications;
- We check the validity and veracity of certificates appearing on many websites.

HOW do we check?

- By analysing in detail samples from the market or from producers' stocks;
- By surfing the Internet (websites, LinkedIn, Amazon and Alibaba, ...);
- By paying attention to what is being said everywhere, on markets and fairs.

WHO is helping us in these monitoring operations?

- Our partners, in more than 20 countries, who are responsible for taking samples from the market;
- The authorities, police or customs, during import controls or in case of complaints or suspicions;
- Citizens, who wonder and send us suspects products;
- But also local competitors who want to clean up the markets in which they have invested!

ACTIONS resulting from this?

- Our legal department systematically prosecutes any company that misuses our compliance marks;
- When minor non-conformities are detected, we ask to correct them quickly;
- When these discrepancies compromise the integrity of our conformity marks, we revoke the certificates, recall the non-compliant products from the market or even have them massively destroyed.

The validity of the certificates can be checked on our [website](#).