1 – PURPOSE

This document settles complementary criteria for “Products Certification Rules” – 700-RC-001 to the Toys Conformity Evaluation Program, focused on safety, by means of compulsory certification system, meeting the requirements of Standards and regulations applicable, to the grant and maintenance of the license to use Conformity Mark within the SBAC or TÜV Rheinland do Brasil Ltda scope.

2 – FIELDS OF APPLICATION

This document applies over the products within the scope of the Normative / requirements mentioned below.

3 – STANDARDS, REGULATIONS AND REQUIREMENTS APPLICABLE

MERCOSUR Technical Regulation attached to Inmetro Regulation nº38 from 02/21/2005
ABNT NBR NM 300/2002 – Toys Safety
ABNT ISO/IEC GUIDE 28 – Guidance on a Third- Party Certification System for Product
MERCOSUR Technical Regulation nº23/04
INMETRO Decree nº 133 from August 15, 2003
INMETRO Decree nº108 from June 13, 2005
INMETRO Decree nº 369 from September 27, 2007
INMETRO Decree nº354 from October 5, 2008
INMETRO Decree nº321 from October 29, 2009
INMETRO Decree nº 152 from April 30, 2010
INMETRO Decree nº117 from March 10, 2011
INMETRO Decree nº 274 from June 13, 2014

4 – DEFINITIONS

In this document the following definitions are adopted:

**Toy:** Product derived for playing with children under 14 years of age. Article 1 from AnnexI of the Mercosur Technical Regulation.

**Toys Family:** Comprised by toys produced by the same manufacturer and from the same native country, same material, drove to the same age range, same functionality, same scale of dimensions and the same kind of test of the applicable rule. Item 1 of AnnexVI of the Mercosur Technical Regulation.

**Family’s father:** Product(s) that present a greater number of requirements from the applicable Standards regarding safety. Family up to ten (10) products shall be formed by one family father; above 10 products, the number of fathers that represent 20% of the total of products integrating it. Item 1.2 and 1.3 of Annex VI of the Mercosur Technical Regulation, for System 5 Certification.

**Certification’s Lot:** Set of all units of toys presented simultaneously for Certification’s Assessment from the same manufacturing plant and that represents one family, according the concept of family, described in Item 1 of Annex VI of the Mercosur Technical Regulation, presenting the same NCM code (Mercosur Common Nomenclature).
**Importation Lot:** Set of toys of one or more families, part of an import license, defined and identified by the importer. The Importation Lot does not correspond to the Certification Lot. The import lot may contain more than one family of toys object of certification.

**Sampling:** Number of units to be collected and tested per family, depending on the certification model chosen described in this procedure, and according to the Toys Certification Procedure from INMETRO Decree n° 321 from October 29, 2009.

## 5 – GENERAL CONDITIONS

5.1 The attestation of conformity with the minimum safety requirements is associated to the issuance of a Conformity Certificate by TÜV Rheinland (OCP accredited by INMETRO), and shall also bear the Conformity Label, according to Annex A from this Certification Procedure, identifying that the toy is certified, in conformity to Mercosur Normative NM 300:2002, the Mercosur Technical Regulation and in this Certification Procedure.

5.2 The use of the Conformity Label in toys is related to attestation of Conformity by TÜV Rheinland and the commitments assumed by the Certification Holder, responsible for the product, by means of an agreement with TÜV Rheinland.

5.3 It shall be issued a Conformity Certificate for each Toys Family Certificated. This must contain, at least, the following data:
   a) Corporate Name, trade name (when applicable), tax identification and legal address and the address of the Company's industrial plant certification holder;
   b) Complete data of TÜV Rheinland (corporate name, complete address, CNPJ [Corporate Taxpayer's Registry], accrediting number, e-mail/ website, telephone / fax);
   c) Conformity Certificate Number or the Permission of Conformity Label's using, date of issuance and expiration of certificate;
   d) Lot identification (n°of the Import license, quantity of products contained in the family, manufacturing plant), when applicable;
   e) Identification of the Certification System adopted;
   f) Reference to the Mercosur NM 300:2002 Normative;
   g) Laboratory responsible for the tests and the period thereof;
   h) Signature of the responsible for TÜV Rheinland;
   i) Complete identification of the toy(s) certified, that is, of all toys constituting the family;
   j) The statement: “This authorization is related to an agreement and for the aforementioned scope”.

5.4 The Certification’s Holder has the technical, civil and criminal liability with respect of the products manufactured, imported, or commercialized by it, as well as to all documents related to certification, and this liability may not be transferred.

5.5 The Permission of Conformity Label Using, does not transfer, in any event, the liability described in item 5.4 , from the Certification’s Holder to TÜV Rheinland, Laboratory or Inmetro.

5.6 The Permission of Conformity Label Using, as well as its use is exclusive the Certification’s Holder, not extending to the others.

5.7 When the certification holder has technical data sheets, commercial folders, the references to identification of conformity may only be made to certified toys, depending on authorization from Inmetro, according to Inmetro Decree n° 274, from June 13 ,2014 , that approves the Regulation for the use of Brands, Accreditations Symbols, Conformity Acknowledgement to the Principles of Good Practices of Laboratory – GLP and the Inmetro Identification Labels, so that there must be no doubt amongst the certified and non-certificated products.

5.8 At the technical instructions manuals or user manuals, the references of the toy's characteristics, not included at the applicable MERCOSUR regulation, may not be associated to the Permission of Conformity
Identification Using, nor induce the user to believe that such characteristics are included by this conformity identification.

5.9 If there is a change in the Standards that are a reference for the issuance of the Conformity Certificate or for the issuance of Permission of Conformity Label using, in this case, it shall be established a lead time for adjustment to the new requirements.

5.10 in the case that the certificated toy has some change to its technical description, or in the case of creation of a new toy classified in a family already certificated, the certification holder, before to put in market, must formally submit the case to TÜV Rheinland, which will decide on the need or not to obtain an extension of the scope of the Conformity Certificate or the Permission of Conformity Label using, as the case may be.

5.11 If TÜV Rheinland demands the submission of an application for extension of the scope regarding the Conformity Certificate or the Permission of Conformity Label using, as the case may be, the toys correspondent to the extension of Permission may only be put in market when TÜV Rheinland approves the extension.

5.12 If TÜV Rheinland finds any non-conformity that causes the suspension or cancellation of the Certification, it shall be informed the client and Inmetro within seventy two (72) hours as of the evidence of the fact, providing details on the toy and the non-conformity found, for that applicable actions are taken.

5.13 Gifts: The toys offered as gifts are also the object of compulsory certification.

5.13.1 Products that contain toys as gifts must not exhibit the Conformity Label in the packaging, but on the toy or at the packaging of the toy offered as a gift.

5.13.2 The packaging of the product containing the toy offered as a gift must present the following:

NOTE: Contains a certificated toy according to the Brazilian Conformity Assessment System.

It must be added, further, a text, as the case it may be, the age range restriction of the toy or a text that explains if the toy does not have such age range restriction.

5.14 Products not considered as toys, but that have toys along with it (e.g.: baby walkers, feeding chairs, bouncers, books, strollers, etc.) must have the toys certificated.

5.14.1 The packaging of the product that contains attached the certified toy must bear the Conformity Label, according to Annex A of this Certification’s Procedure.

5.14.2 The packaging of the product that contains attached the certified toy must present, to the side of the Conformity Label, the following text:

NOTE: This product is not a toy. The Conformity Identification refers to the toy attached to the product, certified within the Brazilian Conformity Assessment System.

It must be included, further, a statement that contemplates, as the case may be, the age range restriction of the toy or statement that the toy does not have such age range restriction.

5.15 Toy’s Parts and Pieces: About Certification of Toy’s Parts and Pieces, TÜV Rheinland shall proceed as follows:

5.15.1 In the case of imported parts and pieces as isolated components, not destined directly to the marketing as a toy, and exclusively destined to the manufacturing and assembly of a toy subject of certification in Brazil, it shall be released to enter in the country. In this case, Inmetro issues a Parts and Pieces Import Permission Declaration, according to Inmetro Decree nº 354 from October 09, 2008, which must be bound to a Agreement Term, issued to each import, executed between TÜV Rheinland and the
certification holder, attesting that after the assembly of toy, it shall be certified, with the purpose of ensuring conformity.

5.15.2 In the case of imported parts and pieces, within the same lot, corresponding to a disassembled toy, it shall be released to enter the country. In this case, Inmetro issues a Parts and Pieces Import Permission Declaration, according to what it was established in Inmetro Decree nº 354, from October 09, 2008, which must be bound to a Agreement Term, issued to each import, executed between TÜV Rheinland and the certification holder, attesting that, after the toy’s assembly, it shall be certified by System 7, to ensure its conformity.

5.15.3 In case of imported parts and pieces constituting a toy accessory from another toy, they shall be considered as toys and, therefore, must be certified.

5.15.3.1 The tests related to “Warning and Identification” of Toy’s age range, they must be made only at the packaging of the main toy.

5.15.4 In the case of parts and pieces, destined exclusively for the purpose of replacement of toys already certified, Inmetro issues a Parts and Pieces Import Permission Declaration, according to Inmetro Decree nº 354, as of October 09, 2008.

This Declaration must be bound to a Agreement Term, issued to each import, executed between TÜV Rheinland and the certification holder, attesting that the parts and pieces are exclusively destined to replacement of a toy already certified and that the same are original parts and pieces.

5.16 TÜV RHEINLAND is responsible for verifying if the packagings of the Certificated Toys if they have bar code, destined to identify the Certificated Toy by means of optical reading.

5.17 Manufacturer is responsible for classifying the age range to which the toy is destined according to Annex E from Mercosur Normative 300 - part 1 / 2002. TÜV Rheinland is responsible for evaluating and validating this classification.

5.17.1 It is prohibited the reclassification of toys, for the purposes of certification, in an age range different from the previously classified, even those rejected at the tests related to age range.

5.17.2 The toy classified as being of a certain age range, according to Annex E of the Mercosur Normative 300 - part 1 / 2002, shan’t be tested, neither classified, in an age limit different from which it was destined.

5.18 Products not considered as a toys, based on Annex II of the Inmetro Decree nº 108/2005, mustn’t present the expression “toy”, and it’s not permitted this products have the Toy Conformity Identification Label.

5.19 Personnel Qualification:

TÜV Rheinland must have in its staff, in full time, at least one toy’s expert, qualified according to the minimum criteria on school level, training to which it was submitted and professional background at the field, according to the following options:

a) Minimum school level: College graduation at the Technological Area; Minimum hour load training on toy’s safety: thirty (30) hours. Minimum professional experience at the area: one (1) year;

b) Minimum school level: College graduation in a Non- Technological Area; Minimum hour load training on toy’s safety: fifty (50) hours Minimum professional experience at the area: two (2) years;

c) Minimum school level: High School Technological Graduation; Minimum hour load training on toy’s safety: sixty (60) hours
Minimum professional experience at the area: three (3) years;

**Note 1:** TÜV Rheinland shall be responsible for the qualification of its experts, which must be registered.

**Note 2:** Inmetro, at the initial evaluations and the maintenance of the accreditation, must be responsible for evaluating the conformity with these requirements.

5.19.1 If TÜV Rheinland uses for the Tests specified at the Inmetro Decree 369/2007, temporarily, a laboratory not accredited by Inmetro, TÜV Rheinland must have in its staff a professional with training registry at the ABNT NBR ISO/IEC 17025:2005 rule, with minimum hour load of forty hours to evaluate the laboratories to be used for these specifics tests.

6 – CONFORMITY EVALUATION MECHANISMS

In this Conformity Evaluation Procedure the mechanism used is the Compulsory Certification, which options of Models to be used are:

- Model with Lot Certification (System 7);
- Model of Certification by means of Evaluation of Quality Management System, associated to Tests in Products (System 5);
- Model of Certification of Type and Tests in Samples collected at the Commerce and at the Manufacturing Plant or Warehouse (System 4).

The applicant of Certification is responsible for choosing the Certification System to be applied to its product, considering the restrictions regarding to the size of company, if they want to choose System 4.

6.1 Lot Certification Model (System 7)

6.1.1 Application for Certification

6.1.1.1 The holder of certification must register at the application form, provided by TÜV Rheinland, its option for Lot Certification Model, with the purpose of ensuring the conformity of a single lot, adequately defined and identified.

6.1.1.2 The application must include, attached:

- The Import license (when applicable);
- The family's technical description of toys from that lot;
- The definition and identification of the lot which they want to be certificate.

6.1.2 Analysis of Documentation and Lot Identification

6.1.2.1 TÜV Rheinland must analyze the documentation and confirm the technical description of the family and the identification of the lot object of the certification.

6.1.2.2 Certification Lot means a set of all units of toys presented simultaneously to certification evaluation, resultant from the same manufacturing plant and that is from the same family, according to the family's concept, described in Annex VI of the Mercosur Technical Normative, presenting the same NCM code (Mercosur Regular Nomenclature).

**Note 1:** Products from different manufacturing plants cannot comprise the same lot.

**Note 2:** The import lot does not correspond to the certification lot, once the import lot may contain more than one family of toys applying for the certification.

6.1.2.3 TÜV Rheinland is responsible for evaluation and registering the conformity of the classification of certification lot with respect to the criteria defined in item 6.1.2.2.

6.1.2.4 TÜV Rheinland is responsible for registering for each family the toy identified as “father” and the other toys from the same family. This registry must contain, in addition to the description of the toys, pictures thereof (these pictures may be archived in a magnetic file).
6.1.2.5 TÜV Rheinland is responsible for observing the Inmetro Decree no. 354, from October 09, 2008, and at the Decrees whose could be replacing it.

After analysis of documentation, and all lot(s) being available, TÜV Rheinland shall program the sampling collect with the APPLICANT.

6.1.3 Issuance of the Contract

APPLICANT being the IMPORTER either, will be apply a Permission Contract with TÜV Rheinland for Conformity Label Using, according to RC-002 (Product Certification Rule), which shall have a number, to be informed in the event of application for import license (LI), at the space for “complementary information”. In addition to the contract it will sign the - Agreement Term establishing, without limitation, the commitment and acceptance of the certification requirements from the System 7.

APPLICANT being MANUFACTURER either, will be apply a Permission Contract with TÜV Rheinland for Conformity Label Using, according to RC-002 (Product Certification Rule), and shall sign the Agreement Term establishing, without limitation, the commitment and acceptance of the certification requirements from the System 7.

After analysis of the documentation and all lot(s) being available, TÜV Rheinland shall program sampling collect with the APPLICANT.

6.1.4 Tests:

6.1.4.1 The certifications shall be based on the Complete Tests from the requirements established by Mercosur NM Normative 300:2002 and, when applicable, at Inmetro Decree n° 369/2007. The Tests shall be made regarding the toy(s) considered father(s) of the family(ies) to be certified, the same being considered the highest risk toy(s) to the safety of the users by TÜV Rheinland. The Tests must consider the following properties:

- Flammability;
- Electric;
- Migration of certain elements;
- Phthalates concentration (when applicable);
- Biological requirements (when applicable);
- Warnings and age range identification.

6.1.4.2 The Tests must be performed by Brazilian or Foreign laboratories, accredited by Inmetro, within the scope of NM Normative 300:2002 and, when applicable, at the methods described in Inmetro Decree n° 369, from September 27, 2007.

6.1.4.2.1 The laboratory, Brazilian or foreign, selected for the Tests of the NM Normative 300:2002 shall be accredited to this scope, not being accepted accreditation by similar Standards.

6.1.4.2.2 The Tests must be coordinated and supervised, in presence, by TÜV Rheinland, by a professional that meets the requirements of item 5.19.1, even when performed by foreign laboratories.

6.1.4.2.2.1 Exclusively for the methods described in Inmetro Decree 369/2007, if there is no laboratory accredited by Inmetro, TÜV Rheinland may use a laboratory not accredited for this specific scope, provided that evaluates the laboratory according to the criteria established at the ABNT NBR ISO/IEC 17025:2005 rule.

Note: This evaluation must be made by a professional specified in 5.19.1.

6.1.4.2.3 The reports of Tests carried out abroad that are not provided in Portuguese language (Brazil) must be forwarded to TÜV Rheinland with a legal translation (legal translation) into Portuguese, at the original version, with signature, identification and the contact of the issuer. This legal translation may be
made in the native country or in Brazil. The responsibility for the information contained at the test report is of the laboratory, and this report shall be evaluated and supervised by TÜV Rheinland.

6.1.4.3 The responsibility for the analysis of the Test reports is from TÜV Rheinland.

6.1.5 Sampling

6.1.5.1 For this Certification System, TÜV Rheinland must clarify the procedure for the samples collect (proof, counterproof and witness), in all families of toys relating to the certification, in order to enable the performance of the Tests described in item 6.1.4 from this Certification Procedure.

6.1.5.2 The sampling for the Tests of the toys certified by the System 7, regardless of age range of the toy, must belong to the same family, being selected observing the concept of family's father. The sampling, for proof Tests, must observe what is described in Table 1 of item 6.1.5.3 of this Certification Procedure.

6.1.5.3 The samples collected, for the purposes of proof Tests, for the certification by System 7 must be fragmented according to the following criteria:

Table 1 - Fragmentation of Samples for Proof Tests (Lots up to 10 units sampling).

<table>
<thead>
<tr>
<th>Size of the Lot, of the same Family</th>
<th>Total Quantity sampled (item 2.3 of the RTM)</th>
<th>Tests to all toys. Chemical NM 300-3</th>
<th>General Mechanical and Physical Properties. NM 300-1</th>
<th>Flammability NM 300-2</th>
<th>Chemical Sets and Experim. NM 300 4 and 5</th>
<th>Electrical NM 300-6</th>
<th>Inmetro Decree n° 369/2007 (v. Note 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 600</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>601 to 799</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>800 to 999</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>1000 to 1199</td>
<td>5</td>
<td>1</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>1200 to 1399</td>
<td>6</td>
<td>2</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>1400 to 1599</td>
<td>7</td>
<td>2</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>1600 to 1799</td>
<td>8</td>
<td>3</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>1800 to 1999</td>
<td>9</td>
<td>3</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>2000 to 2199</td>
<td>10</td>
<td>3</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>2200 to 2399</td>
<td>11</td>
<td>4</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>2400 to 2599</td>
<td>12</td>
<td>4</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>2600 to 2799</td>
<td>13</td>
<td>4</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>2800 to 2999</td>
<td>14</td>
<td>4</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>3000 to 3199</td>
<td>15</td>
<td>4</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
<tr>
<td>3200 to 3399</td>
<td>16</td>
<td>4</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td>3 3</td>
</tr>
</tbody>
</table>

Each test described here, when necessary, will be carried out for each range of lot, on the same samples previously submitted to the Tests of “Physical, General and Mechanical Properties” NM 300-1/2002.
<table>
<thead>
<tr>
<th>Lot Size Range</th>
<th>Units</th>
<th>Sampling Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>3400 to 3599</td>
<td>17</td>
<td>3</td>
</tr>
<tr>
<td>3600 to 3799</td>
<td>18</td>
<td>3</td>
</tr>
<tr>
<td>3800 to 3999</td>
<td>19</td>
<td>3</td>
</tr>
<tr>
<td>4000 to 4199</td>
<td>20</td>
<td>3</td>
</tr>
<tr>
<td>4200 to 4399</td>
<td>21</td>
<td>3</td>
</tr>
<tr>
<td>4400 to 4599</td>
<td>22</td>
<td>3</td>
</tr>
<tr>
<td>4600 to 4799</td>
<td>23</td>
<td>3</td>
</tr>
<tr>
<td>4800 to 4999</td>
<td>24</td>
<td>3</td>
</tr>
<tr>
<td>5000 to 5199</td>
<td>25</td>
<td>3</td>
</tr>
<tr>
<td>5200 to 5399</td>
<td>26</td>
<td>3</td>
</tr>
<tr>
<td>5400 to 5599</td>
<td>27</td>
<td>3</td>
</tr>
<tr>
<td>5600 to 5799</td>
<td>28</td>
<td>3</td>
</tr>
<tr>
<td>5800 to 5999</td>
<td>29</td>
<td>3</td>
</tr>
<tr>
<td>6000 to 10001</td>
<td>30</td>
<td>3</td>
</tr>
<tr>
<td>&gt; 10001</td>
<td>40</td>
<td>3</td>
</tr>
</tbody>
</table>

**Note 1:** Sampling of 3 units related to the biological or phthalates tests correspond to the quantity necessary for the performance of the proof test, regardless of the lot size. This quantity is not accounted at “Total Quantity Sampled”, since the Inmetro Decree n° 369/2007, which discusses the Tests of phthalates and toxicological Tests, is not applicable to all toys. When the tests from Inmetro Decree n° 369/2007 be applicable, it must be forwarded additional units of the toy, in addition to the samples established in “Total Quantity Sampled”, for the performance of the Tests.

**Note 2:** The evaluation and respective photographic registry from warning and identification of age range must be made in a sample removed from the toys destined to the “Physical, general and mechanic properties” Tests of NM 300 –1:2002.

**Note 3:** For the calculation of sample units to be tested, the lot considered is the sum of all units that comprise a family, not only the quantity related to the “family father”.

6.1.5.4 The sampling specified on Table 1, related to all Tests, corresponds to the quantity required to the performance of the proof Tests. For the counterproof and witness Tests, it must be used the same sampling quantity defined for the proof Tests.

6.1.5.5 The Tests shall be performed at the proof sample. If there is a rejection in any of the units of this proof sample, it must be performed new Tests at the counterproof sample. In the event of a new rejection in any of the units tested, the toy must be considered reproved. If the counterproof test is considered approved, there must be made Tests on the witness sample. If all units tested at the witness sample Tests are approved, the toy shall be considered approved, otherwise, reproved. If reproved, the family of the reproved toy shan’t be certified.

6.1.5.6 In the case of the family reproved, the lot that represents these samples must be repatriated or destroyed, at the cost of the applicant. TÜV Rheinland must follow and register this process.
6.1.5.7 The responsibility for sampling collect is from TÜV Rheinland.

6.1.6 Conformity Attestation

6.1.6.1 The issuance of the correspondent lot certificate is subject to the observance of item 6.1.5.5.

6.1.6.2 For this kind of certification, it shall be issued a certificate to each family belonging to the import lot, related to the certificate with the initial application.

6.1.6.3 The Conformity Certificate issued at the certification by System 7 has no validity, being valid exclusively for the toys from the same certification lot.

6.1.6.4 The attachment of the Conformity Label at the toy is only permitted after the conclusion of the Conformity Attestation.

6.1.6.4.1 The Conformity Label must be attached in each certified toy, visible, by means of the application of the label in each of the certified toys. This responsibility is from the holder of certification, and the attachment of the label at the certified toy must be made before being commercialized.

6.1.6.4.2 It is only permitted the use of printed label at the packaging of the imported toy if the toy have already certified before entering in the country.

6.1.6.4.3 For the purposes of application and specification of the Conformity Label, it must be considered the orientations of Inmetro Decree n° 274, from June 13, 2014, that approves the Regulation on the Use of Brands, Accrediting Symbols, Conformity Acknowledgement to the Principles of Laboratory Good Practices – BPL and the Inmetro Identification Labels, as well as the orientations from the Application Manual of Conformity identification Label. All publications are available at Inmetro's website.

6.1.6.4.4 It is the certification holder responsibility to obtain the Conformity Label according to Annex A of this Certification Procedure.

6.1.6.4.5 TÜV Rheinland is responsible for verifying whether the application and specification of the Conformity Label are in conformity with the specifications from this Procedure.

6.1.6.5 TÜV Rheinland, after concluding the certification process in System 7 to the imported toys, the product being approved or reproved, shall forward to the consent staff of Inmetro, within a maximum lead time of 30 calendar days, a notice that the products representing the import lot had concluded its certification. All information provided must be evidenced.

6.2 Model of Certification by means of Quality Management System Evaluation, Associated to Product Tests (System 5)

6.2.1 Initial Evaluation

6.2.1.1 Application of Certification

6.2.1.1.1 The certification holder must issue, by means of a form provided by TÜV Rheinland, its option for the Model of Certification by means of Quality Management System Assessment, Associated to Product Tests (System 5).

6.2.1.1.2 At the application it shall be clear the identification of the manufacturing plant object of assessment, the name of the toy and its technical description, the age range previewed and the QMS's manufacturing plant documentation, prepared in conformity with item 6.2.1.4.3 of this Certification Procedure and based on the requirements of ISO 9001:2008 and the ISO Guide IEC 28.

Note: The identification of the manufacturing plant must be made permitting its clear distinction from other possible plants of the same manufacturer.
6.2.1.3 Companies object of the certification manufacturing the same family of toys in different plants, must have each manufacturing plant certified.

6.2.1.2 Documental Analysis

6.2.1.2.1 TÜV Rheinland shall analyze the hole documentation related to the System 5 certification, including the documentation required at item 6.2.1.4.3 of this Certification Procedure.

6.2.1.2.2 TÜV Rheinland shall, at least, perform the Documental Analysis of the Manufacturer’s QMS, according to what is established in Tables 2 or 3 of this procedure, regarding to the size of the company, with emphasis in those inherent manufacturing stages of the toys object of certification.

After the Documental Analysis and all lot(es) being available, TÜV Rheinland shall program the sampling with the APPLICANT.

6.2.1.3 Issuance of the Agreement

APPLICANT being the IMPORTER/MANUFACTURER shall maintain an Agreement of Granting a Conformity Label Using with TÜV RHEINLAND, according to RC-002 (TÜV Rheinland Product Certification Rule).

6.2.1.4 Initial audit

6.2.1.4.1 After the analysis and approval of the application and the documentation, TÜV Rheinland, in mutual agreement with the certification holder, must schedule the performance of the initial QMS Manufacturer Audit, as well as the sampling, at the Plant's Warehouse, for the performance of the initial tests. For the performance of Initial Evaluation, TÜV Rheinland shall have as reference item 6.2.1.3.3 of this Certification Procedure, based on the requirements of ISO 9001:2008 and the ISO Guide IEC 28.

6.2.1.4.2 The submission of a QMS Manufacturer’s certificate, valid, issued by an OCS accredited by Inmetro, according to ISO 9001:2008, and this certification being valid for the production line of the toy object to the certification (manufacturing plant), may exempt, under analysis and responsibility of TÜV RHEINLAND, the certification holder of the QMS’s evaluation set forth in this Certification Procedure throughout the initial audit. In this case, the certification holder shall make available to TÜV Rheinland all records correspondent to this certification and the evaluation of TÜV Rheinland shall be obviously registered.

6.2.1.4.3 The evaluation of the QMS of the Manufacturer shall be performed with reference on the ISO/IEC Guide 28, focused on the production line of the toy object of the certification, and shall apply the following minimum requirements of rule NBR ISO 9001:2008, according to Tables 2 and 3 below:

<table>
<thead>
<tr>
<th>Item Description</th>
<th>ISO 9001 Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control of documents</td>
<td>(4.2.3)</td>
</tr>
<tr>
<td>Control of records</td>
<td>(4.2.4)</td>
</tr>
<tr>
<td>Purchasing Process</td>
<td>(7.4.1)</td>
</tr>
<tr>
<td>Verification of Purchased Product (see Note 3)</td>
<td>(7.4.3)</td>
</tr>
<tr>
<td>Control of production and service provision (see Note 4)</td>
<td>(7.5.1)</td>
</tr>
<tr>
<td>Identification and traceability</td>
<td>(7.5.3)</td>
</tr>
<tr>
<td>Preservation of product</td>
<td>(7.5.5)</td>
</tr>
<tr>
<td>Control of monitoring and measuring devices</td>
<td>(7.6)</td>
</tr>
<tr>
<td>Monitoring and measurement of product</td>
<td>(8.2.4)</td>
</tr>
<tr>
<td>Control of nonconforming product</td>
<td>(8.3)</td>
</tr>
<tr>
<td>Preventive action</td>
<td>(8.5.3)</td>
</tr>
</tbody>
</table>

Note 1: The Micro and Small Companies [MPE] shall submit the documents evidencing the classification, according to the National Complementary Law nº 123, as of December 14, 2006 (or in any of its updates),
Toys Safety

and at the legislation in force over the matter. TÜV Rheinland shall evaluate and validate this classification.

**Note 2:** For the acceptance off the certification of toy of foreign MPE, it must be presented to TÜV Rheinland a declaration of the Ministry of Industry and Commerce of its country, evidencing the classification as MPE, according to the specific legislation on MPE of its country. This declaration shall be the object of a “legal translation” into Brazilian language. TÜV Rheinland shall evaluate and validate this classification.

**Table 3 – Minimum requirements of ISO 9001:2008 for evaluation of the QMS of medium and large companies:**

<table>
<thead>
<tr>
<th>Item Description</th>
<th>ISO 9001 Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality manual</td>
<td>(4.2.2)</td>
</tr>
<tr>
<td>Control of documents</td>
<td>(4.2.3)</td>
</tr>
<tr>
<td>Control of records</td>
<td>(4.2.4)</td>
</tr>
<tr>
<td>Competence, training and awareness</td>
<td>(6.2.2)</td>
</tr>
<tr>
<td>Planning of product realization</td>
<td>(7.1)</td>
</tr>
<tr>
<td>Design and development</td>
<td>(7.3)</td>
</tr>
<tr>
<td>Design and Development planning</td>
<td>(7.3.1)</td>
</tr>
<tr>
<td>Design and Development Inputs</td>
<td>(7.3.2)</td>
</tr>
<tr>
<td>Design and Development Outputs</td>
<td>(7.3.3)</td>
</tr>
<tr>
<td>Design and Development review</td>
<td>(7.3.4)</td>
</tr>
<tr>
<td>Design and Development Verification</td>
<td>(7.3.5)</td>
</tr>
<tr>
<td>Design and Development Validation</td>
<td>(7.3.6)</td>
</tr>
<tr>
<td>Control of Design and Development changes</td>
<td>(7.3.7)</td>
</tr>
<tr>
<td>Purchasing Process</td>
<td>(7.4.1)</td>
</tr>
<tr>
<td>Verification of Purchased Product (see Note 3)</td>
<td>(7.4.3)</td>
</tr>
<tr>
<td>Control of production and service provision(see Note 4)</td>
<td>(7.5.1)</td>
</tr>
<tr>
<td>Identification and traceability (see Note 5)</td>
<td>(7.5.3)</td>
</tr>
<tr>
<td>Preservation of product</td>
<td>(7.5.5)</td>
</tr>
<tr>
<td>Control of monitoring and measuring devices</td>
<td>(7.6)</td>
</tr>
<tr>
<td>Monitoring and measurement of product (see Note 6)</td>
<td>(8.2.4)</td>
</tr>
<tr>
<td>Control of nonconforming product</td>
<td>(8.3)</td>
</tr>
<tr>
<td>Corrective action</td>
<td>(8.5.2)</td>
</tr>
<tr>
<td>Preventive action</td>
<td>(8.5.3)</td>
</tr>
</tbody>
</table>

**Note 3:** The evaluations of the Verification of Product Acquired, regarding to ISO 9001:2008, shall focus, in particular, matters that may be toxic or with heavy metals presences (e.g.: paint, adhesives, labels and toy accessories). It shall be evidenced the procedure for incoming inspection of the raw material, as well as registries of the Tests results.

**Note 4:** The evaluations of the Control of Production and Service Provision, regarding to ISO 9001:2008, shall focus on the operational machines parameters (e.g.: cycle, temperature, pressure and control of mass processed, use of grinding reprocessed material, burrs removal and finishing operations of the toy) with the purposes of guarantee the absence of sharp edges at the parts manufactured. The evaluations shall also focus on processes of gluing, soldering, fitting of components, using of magnets, as well as the fixation of components such as eyes, buttons or other toy accessories. Processes that involve the use of fibers soft filling material shall be evaluated regarding the risks on contamination due to the presence of metal parts, and other contaminants, and the degree of reliability of the metal detector equipments.

**Note 5:** At the Identification and Traceability assessment, regarding to ISO 9001:2008, it shall be verified whether the manufacturer has a traceability system that permits to relate the certified toy with the factory in which it was effectively manufactured, and necessarily the manufacturing date and the manufacturing lot of the toy. It must be presented also the bar code according to item 5.16 of this Procedure.

**Note 6:** It shall be evidenced the monitoring and measurement procedure of the products, as well as records of the Tests results.
6.2.1.5 Initial Tests

6.2.1.5.1 After the performance of QMS Initial Assessment of the manufacturing plant, it shall be performed, per family of toys object of the certification, all Tests set forth in Mercosur NM Standard 300:2002, and, when applicable, at Inmetro Decree n° 369/2007, considering Table 4 of samples of Certification Procedure.

6.2.1.5.2 The certifications shall be based on the complete Tests of the requirements established to MERCOSUR NM Standard 300:2002 and, when applicable, at Inmetro Decree n° 369/2007. The Tests must be made over the toy(s) considered father(s) of the family(ies) to be certified, the same being considered by TÜV RHEINLAND the highest risk toy(s) to the safety of the users. The Tests must consider the following properties:
- physical and mechanical;
- flammability;
- electric;
- migration of certain elements;
- phthalates concentration (when applicable);
- biological requirements (when applicable);
- warnings and identification of age range.

6.2.1.5.3 The Tests shall be performed by laboratories accredited by Inmetro or by laboratories accredited by signatories of ILAC, provided that this accreditation is in the scope of NM rule 300:2002 and, when applicable, at the methods described in Inmetro Decree n° 369, as of September 27, 2007.

6.2.1.5.3.1 For the methods described in Inmetro Decree 369/2007, if there is no laboratory accredited by Inmetro, TÜV Rheinland may use a laboratory not accredited for this specific scope, provided that evaluates the laboratory according to the criteria established on ABNT NBR ISO/IEC 17025:2005 Standard.

6.2.1.5.4 The responsibility for the analysis of the test reports is of TÜV Rheinland.

6.2.1.6 Sampling

6.2.1.6.1 For this Certification System, TÜV Rheinland shall establish the procedure for the collection of samples (proof, counterproof and witness), in all families of toys object of certification, in order to enable the performance of the Tests set forth in item 6.2.1.5 of this Procedure.

6.2.1.6.1.1 For the purposes of collection of samples, TÜV Rheinland shall remove the samples at the factory shipment area or at warehouse of the holder of certification.

6.2.1.6.2 The samples to the Tests of the toys certified by the System 5, regardless of age range of the toy, must belong to the same family, being selected randomly, observing the concept of family’s father. The samples, for proof Tests, shall observe what is set forth in Table 4 of item 6.2.1.6.4 of this Procedure.
6.2.1.6.3 TÜV Rheinland is responsible for registering to each family the toy identified as “father” and the other toys comprising the family. This registry shall contain, in addition to the description of the toys, pictures thereof (this picture may be kept in magnetic file).

6.2.1.6.4 The samples collected for the certification by System 5 must be fragmented according to the following criteria:

<table>
<thead>
<tr>
<th>Table 4 - Fragmenting of the samples for proof Tests – System 5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Quantity Sampling</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Quantity of Samples.</td>
</tr>
</tbody>
</table>

**Note 1:** The samples specified on Table 4, related to all Tests, correspond to the quantity required to the performance of the proof Tests. For the performance of the counterproof and witness Tests, it shall be used the same sample quantity defined in this table.

**Note 2:** The evaluation and the photographic registry of the warning and the identification of age range must be made in a sample destined to the test “Physical, general and mechanic properties” of NM 300 - 1:2002.

6.2.1.6.5 The responsibility for the collection of samples is from TÜV Rheinland.

6.2.1.6.6 The Tests shall be performed at the proof sample. If there is a rejection to this proof sample, it must be performed new Tests at the counterproof sample. In the event of a new rejection, the toy must be considered reproved. If the counterproof test is considered approved, there shall be made Tests at the witness sample. If all units tested at the witness sample Tests are approved, the toy shall be considered approved, otherwise, reproved. If reproved, the family of the reproved toy shall not be certified.

6.2.1.7 Conformity Attestation

6.2.1.7.1 If there are no nonconformities at the initial Tests and at the Initial Evaluation of QMS, it shall be issued, by TÜV Rheinland, the Conformity Certificate. It shall be issued a Conformity Certificate to each family of toys, making it clear to which manufacturing plant it is applicable. This certificate, related to the Assessment, shall have the validity of four (4) months, according to item 6.2.2.2 of this Certification Procedure.

**Note:** The identification of the manufacturing plant shall be made in a way that permits its clear distinction of other possible manufacturing plants of the manufacturer.

6.2.1.7.2 The attachment of Conformity Label on the toy is only permitted after the conclusion of the Conformity Attestation.

6.2.1.7.2.1 The Conformity Label must be attached in each certified toy, visible, by means of the application of the label in each toy or the printing on the toy packaging. This activity is responsibility of the
certification's holder, and the attachment of the label must be made by it before put the product in the commerce.

6.2.1.7.2.2. For the purposes of application and specification of Conformity Label, it must be considered the orientations of Inmetro Decree n° 274, from June 13, 2014, that approves the Regulation for Brands Using, Accreditation Symbols, Conformity’s Acknowledgement about the Principles of Laboratory Good Practices – BPL and the Inmetro Identification Labels, as well as the orientations from the Conformity Identification Labels Application’s Manual. All publications are available at Inmetro’s website.

6.2.1.7.2.3 The responsibility of obtaining the Conformity Label according to Annex A of this Certification’s Procedure, is from the Certification’s holder.

6.2.1.7.2.4 TÜV Rheinland is responsible for verifying whether the application and specification of the Conformity Label are in conformity with the specifications of this Procedure.

6.2.2 Maintenance Assessment

6.2.2.1 Document Analysis

It shall be observed the same criteria defined in item 6.2.1.2 of this Certification Procedure.

6.2.2.2 Maintenance audit

6.2.2.2.1 After granting the Permission of Conformity Label's using, the control thereof is performed by TÜV Rheinland, which programs new factory inspections and Tests to verify whether the technical-organizational conditions regarding the initial grant of certification continue being observed.

6.2.2.2.2 The first evaluation of maintenance shall take place four (4) months after the Initial Evaluation. TÜV Rheinland shall evaluate the manufacturing plant of the company certification holder, according to the requirements defined in item 6.2.1.3.3 of this Certification Procedure, registering the evaluation’s results, and perform all Tests defined in item 6.2.1.4, as well as performed throughout the Initial Evaluation.

6.2.2.2.3 The submission of a QMS certificate of manufacturer, valid, issued by an OCS accredited by Inmetro, according to ISO 9001:2008, and this certification is related to the production line of the toy object of the certification (manufacturing plant), may exempt, under analysis and responsibility of TÜV Rheinland, the certification holder of the QMS evaluation set forth in this Certification Procedure throughout the initial audit. In this case, the certification holder shall make available to TÜV Rheinland all registries correspondent to this certification and the evaluation of TÜV Rheinland shall obviously be registered.

6.2.2.2.4 If the manufacturer presents any nonconformity throughout the maintenance assessment, with respect to QMS and/or the Tests, the next maintenance evaluation shall take place, again, four (4) months as of the previous evaluation, provided that the manufacturer evidences the adoption of corrective actions proper to the nonconformities found.

6.2.2.2.5 If the manufacturer does not present nonconformities, including QMS Audit and/or the Tests, the next maintenance evaluation shall take place right (8) months as of the previous maintenance evaluation.

6.2.2.2.6 If the manufacturer, throughout the new evaluation of QMS and respective Tests, presents any nonconformity, the next maintenance evaluation shall take place, again, four (4) months as of the previous evaluation, provided that evidenced the adoption of corrective actions proper to the nonconformities found.

6.2.2.2.7 If the manufacturer, throughout the new evaluation of QMS and respective Tests, or not present nonconformities, the next maintenance evaluation shall take only twelve (12) months as of the last maintenance evaluation.

6.2.2.2.8 The interval of twelve (12) months is the maximum interval between maintenance evaluations that may be obtained by a manufacturer.
6.2.2.2.9 The interval between the maintenance assessments is of four (4) months, eight (8) months or twelve (12) months. The intervals of four (4) and twelve (12) months are the minimum and maximum, respectively, possible between the evaluations. The increase of the interval between the evaluations is exclusively related to the absence of nonconformities at the maintenance assessment of QMS and the Tests. In this case, the interval becomes immediately higher. However, if it found nonconformity at the following maintenance evaluations, the interval is reduced to four (4) months, starting then a new cycle.

6.2.2.2.10 If it was verified any nonconformity, at QMS or test, during the maintenance evaluation, TÜV Rheinland shall grant to the authorized company a lead time for the correction of these nonconformities.

6.2.2.2.11 If the nonconformity is related to the maintenance Tests, it shall be performed the orientations of items 6.2.1.6.6 e 6.2.2.3.2 from this Procedure.

6.2.2.2.12 If the nonconformity is related to QMS and is not solved at the lead time stipulated by TÜV Rheinland, according to item 6.2.2.2.10, the client shall have its certification process revoked.

6.2.2.3 Maintenance Tests

6.2.2.3.1 The maintenance Tests shall be performed according to item 6.2.1.5 of this Certification Procedure.

6.2.2.3.2 The rejection at the test for maintenance of the certification will result in the immediate suspension of use of Conformity Label’s Permission, related to correspondent family object to the rejection until the nonconformities are solved.

6.2.2.3.3 If it was verified any nonconformity at the maintenance Tests, the next maintenance evaluation shall be performed four (4) months after the date of the last evaluation.

6.2.2.4 Sampling

6.2.2.4.1 The sampling for performance of the maintenance Tests must be carried out according to item 6.2.1.6 of this Certification Procedure.

6.2.2.4.2 TÜV Rheinland shall establish the procedure for the collection of sample (proof, counterproof and witness) alternated, at the commerce and at the factory or warehouse of the certification holder.

6.2.2.4.3 When it is the case of collect of samples at the factory, it shall be made at the issuance area.

6.2.2.4.4 The responsibility for the collection of samples is of TÜV Rheinland.

6.2.2.5 Conformity Attestation

6.2.2.5.1 It shall be followed the same criteria defined in item 6.2.1.7 from this Certification Procedure.

6.2.2.5.2 To this kind of certification, it shall be issued a certificate to each family of toys, which validity shall have a frequency of four (4), eight (8) or twelve (12) months, depending on what is specified in item 6.2.2.2 from this Certification Procedure.

6.3 Model of Certification of Type and Test of Samples Collected at the Commerce and at the Factory or Warehouse (System 4)

6.3.1 Application of Certification

6.3.1.1 The certification holder shall issue, by means of a form provided by TÜV Rheinland, its option for the Model of Certification of Type and Test of Samples Collected at the Business and at the Plant or Warehouse (System 4).
6.3.1.2 For this Model (System 4) only can be certificated manufacturers classified as MPE (Micro and Small companies) and Handicrafts manufacturers, and this action doesn’t apply to importers, distributors and dealers.

a) Handicraft Toys Factories, due registered at the Brazilian Handicraft Program;

b) Micro and Small companies presenting documents evidencing their classification, according to what is set forth at the National Complementary Law nº 123, from December 14, 2006 (or in any of its updates), and at the legislation took in force regarding this issue.

6.3.1.2.1 TÜV Rheinland shall evaluate and register this classification.

6.3.1.3 For the purposes of this Certification Procedure, toys craftsmen means the people who has technical domain over Handicraft Toys production materials, tools and processes, creating or producing tasks with a cultural dimension, using predominantly manual techniques, and may count on the support of equipments, provided that are not automatic or duplicators of parts.

6.3.1.4 For the acceptance of certification by the System 4 it shall be permitted foreign MPE and Handicraft Toys Factories, according to the submission to TÜV Rheinland of a declaration from the Ministry of Industry and Commerce of their country, evidencing their classification as Handicraft Factory or MPE, according to the specific legislation to Handicraft Factory and MPE of their country. This declaration shall be the object of a legal translation to Portuguese (Brazil);

6.3.1.5 At the request it shall be included the documentation evidencing:

a) in the case of item 6.3.1.2.a:
- the evidence of registry at the Brazilian Handicraft Program, when a Brazilian Handicraft Factory.
If a foreign Handicraft Factory, declaration evidencing the classification as Handicraft Factory, issued by the Ministry of Industry and Commerce of the country of origin, according to the legislation in force for Handicraft Factories. This declaration shall be the object of a legal translation to Portuguese (Brazil);
- the name of the toy(s), technical descriptions - age range, manufacturing material, objective, image of the toy, quantity, bar code;
- the previous age ranges.

b) In the case of item 6.3.1.2.b:
- the applicability of the National Complementary Law nº 123, as of December 14, 2006 (or in any of its updates), and at the legislation take into force related to this subject. If a foreign MPE, declaration evidencing the classification as MPE, issued by the Ministry of Industry and Commerce of the country of origin, according to the legislation in force for MPE. This declaration shall be the object of a legal translation to Portuguese (Brazil);
- the name of the toy(s), technical descriptions - age range, manufacturing material, objective, image of the toy, quantity, bar code;
- the previous age ranges.
- The national register of juridic person – CNPJ and the company’s social contract content the scope and descriptions of activities.

6.3.2 Document Analysis
TÜV Rheinland shall analyze all the documentation related to System 4 of certification, considering the documentation requested in item 6.3.1.5 from this Certification Procedure.

6.3.3 Issuance of Agreement
APPLICANT being the IMPORTER/MANUFACTURER shall issue a Contract with TÜV Rheinland, for Autorization of Conformity Label using, according to RC-002 (Product Certification Rule).

6.3.4 Tests
6.3.4.1 The certifications by System 4 shall be based on the complete Tests of the requirements established by Mercosur NM Standard 300:2002 and, when applicable, at Inmetro Decree nº 369/2007.
The Tests shall be made over the toy(s) considered father(s) of the family(ies) to be certified, the same being considered the highest risk toy(s) regarding the safety of the users by TÜV Rheinland.

6.3.4.1.1 Independent of the number of toys that is part of family, the collected sample for test will be composed of only one family’s father.

6.3.4.1.2 For Teddy bear toys (peluches) and made of cloth, must be collected samples considering the following criteria:
- Filling material
- External material
- Clothes from the same material
- Accessories from the same material

The Tests shall be considering the following properties:
- Physical and mechanical;
- Flammability;
- Electrical;
- Migration of certain elements;
- Phthalates concentrations (when applicable);
- Biological requirements (when applicable);
- Warnings and identification of age range.

6.3.4.2 The Tests must be performed by Brazilian or foreign laboratories, accredited by Inmetro, within NM Standard 300:2002 scope, and, when applicable, at the methods described by Inmetro Decree nº 369, as of September 27, 2007.

6.3.4.2.1 The laboratory, Brazilian or foreign, selected for the Tests of the NM rule 300:2002 shall be accredited by this scope, not being accepted accreditation in similar Standards.

6.3.4.2.2 The Tests must be coordinated and supervised by TÜV Rheinland, by a professional that meets the requirements of item 5.19.1 even when performed in foreign laboratories.

6.3.4.2.2.1 Exclusively for the methods described by Inmetro Decree 369/2007, if there is no laboratory accredited by Inmetro, TÜV Rheinland may use a laboratory not accredited for this specific scope, since evaluates the laboratory according the criteria established by ABNT NBR ISO/IEC 17025:2005 rule.

Note: This evaluation must be made by a professional specified in 5.19.1.

6.3.4.2.3 The reports of Tests carried out abroad that are not provided in Portuguese language (Brazil) must be forwarded to TÜV Rheinland with a legal translation into Portuguese, at the original version, with signature, identification and the contact of the issuer. This legal translation may be made in the country of origin or in Brazil. The responsibility for the information contained at the test report if of the laboratory, and this report shall be evaluated and supervised by TÜV Rheinland.

6.3.4.3 The responsibility for the analysis of the test reports is of TÜV Rheinland.

6.3.5 Sampling

6.3.5.1 For this Certification System, TÜV Rheinland must clarify the procedure for the samples collection (proof, counterproof and witness), in all families of toys object of the certification, in order to enable the performance of the Tests set forth in item 6.3.4 from this Certification Procedure.

6.3.5.1.1 For the purposes of samples collection, TÜV Rheinland shall pick up the samples at the shipment area from the factory or the warehouse from certification license holder.

6.3.5.2 The sampling for Tests of the toys certified by the System 4, regardless of age range of the toy, shall belong from the same family, being selected randomly, observing the concept of family’s father. The
sampling, for proof Tests, shall observe what is set forth in Table 5 of item 6.3.5.3 of this Certification Procedure.

6.3.5.2.1 For Teddy bear toys (peluches) and made of cloth, it must be considered the criteria for family’s father from subitem 6.3.4.1.1

6.3.5.3 The samples (proof, counterproof and witness) collected must be fragmented according to the following criteria:

**Table 5 - Fragment of samples for proof Tests – System 4**

<table>
<thead>
<tr>
<th>Total Quantity Sampled</th>
<th>Tests to all toys</th>
<th>Tests depending on the kind of toy.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Chemical NM 300-3</td>
<td>General Mechanic and Physical Properties NM 300-1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-7</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

**Note 1:** the samples specified on Table 5, related to all Tests, correspond to the quantity necessary for the performance of proof Tests. For the performance of counterproof and witness Tests, it shall be used the same sample quantity defined in this table.

**Note 2:** The evaluation and the photographic registry of the warning and the identification of age range must be made in a sample of the toys destined to the test “Physical, general and mechanic properties” of NM 300-1:2002.

6.3.5.4 The responsibility for the collection of samples is from TÜV Rheinland.

6.3.5.5 The Tests shall be performed at the proof sample. If there is a rejection to this proof sample, it shall be performed new Tests at the counterproof sample. In the event of a new rejection, the toy will be considered reproved. If the counterproof test is considered approved, it shall be made Tests at the witness sample. If the witness sample Tests are approved, the toy shall be considered approved, otherwise, reproved. If reproved, the family of the toy reproved shall not be certified until to solve the nonconformities.

6.3.5.6 The family reproved shall only be tested again according to submission of corrective actions, within one hundred eighty (180) lead time, from rejection’s date. All Tests shall be repeated in new samples (proof, counterproof and witness), based on NM 300:2002 and, when applicable, Inmetro Decree 169/2007.

6.3.6 Conformity Attestation

6.3.6.1 For the issuing of the correspondent certificate, related to the System 4, it shall be necessary that the families of toys tested comply with the requirements established by Mercosur NM Standard 300:2002 or, when applicable, at Inmetro Decree nº 369/2007. It shall be issued a Conformity Certificate to each family of toys and it shall be made it clear to which they are related. The validity of the certificate is 24 months (2 years).

6.3.6.2 The attachment of Conformity Label to the toy is only permitted after the conclusion of Conformity Attestation.
6.3.6.2.1 The Conformity Label shall be attached in each certified toy, visible, by means of the application of the label in each of the toys or by printing on the toy packaging. This responsibility is from the certification holder, and the attachment of the label, must be made by him before put in the commerce.

6.3.6.2.2 The responsibility for obtaining the Conformity Label according to Annex A of this Certification Procedure is from License Holder.

6.3.6.2.3 For the purposes of application and specification of the Conformity Label, it must be considered the orientations of Inmetro Decree nº 274, from June 13 ,2014, that approves the Regulation for Brands Using, Accreditation Symbols, Conformity's Acknowledgement about the Principles of Laboratory Good Practices – BPL and the Inmetro Identification Labels, as well as the orientations from the Conformity Identification Labels Application’s Manual. All publications are available at Inmetro's website.

6.3.6.2.4 TÜV Rheinland is responsible for verifying whether the application and specification of the Conformity Label are in conformity with the specifications of this Procedure.

6.3.6.3 The Handicrafts factories with their toys certified may print the stamp by themselves, according to Annex A from this Certification Procedure. The use of Professional Printing by the Handicrafts factories for certified toys is optional.

6.3.6.4 At the expiration of validity of the certificate established in item 6.3.6.1, the applicant of the certification shall restart the process.

6.3.7 Confirmation of Certification

To confirm the certification by the System 4, it shall be required that the Handicraft Factory /MPE evidences that the criteria defined in item 6.3.7.1 are being complied with.

6.3.7.1 Verifications Tests

6.3.7.1.1 For the purposes of verification of the certification TÜV Rheinland shall, at each 12 months of authorization for “Conformity Identification Label Uses”, program verification Tests in all families of toys certified.

6.3.7.1.2 The verification Tests shall be made considering NM 300-1 (General, Mechanic and Physical Properties), with the purpose of verifying whether the certified toy presents the safety conditions of initial certification.

6.3.7.1.3 The laboratories used to perform the verification Tests must observe the same criteria defined in item 6.3.4.2.

6.3.7.1.4 The rejection in the verification test of the certification shall result in the immediate suspension of the Permission of Conformity Label using, for family related to the rejection.

6.3.7.2 Sampling

6.3.7.2.1 It must be followed the same criteria defined in item 6.3.5 of this Certification Procedure.

6.3.7.2.2 TÜV Rheinland must establish the procedure for the samples collection (proof, counterproof and witness) at the commerce and at the plant, alternated.

6.3.7.2.3 When the case is about samples collection at the factory, it shall be made at the shipping area.

6.3.7.2.4 The responsibility for the samples collection is from TÜV Rheinland.

7 - FOLLOW-UP AT THE COMMERCE:
7.1 Inspection

All toys with the certification regulated by Inmetro Decree n° 108, from June 13, 2005, are subject to the action of inspection by RBMLQ-I. The nonconformity with the provisions set forth in this Certification Procedure and at Inmetro Decree n° 108/2005, will result, for the offenders, in the application of penalties set forth in article 8, of National Law n° 9933, from December 20, 1999.

7.2 Verification of Conformity

6.2.1 For the certification holders, with toys commercialized in the Brazilian market, Inmetro may determine that TÜV Rheinland collects samples at the commerce for performing complementary toxicological Tests, according to the sampling criteria established in item 6.2.1.6 from this Certification Procedure.

7.2.2 The costs related to Toxicological Tests shall be responsibility of TÜV Rheinland.

7.2.3 If it was verified a nonconformity in any of the samples tested at the Verification of Conformity, the certification holder shall withdraw the family of the toy from the commerce in the Brazilian territory.

7.2.3.1 If the toy in nonconformity is certified by System 5 or 4, the certification of the family of the product in nonconformity shall be discontinued until the nonconformities be solved. For System 5, the interval to the next maintenance evaluation is of four (4) months again, according to item 6.2.2.2 of this Certification Procedure.

7.2.3.2 TÜV Rheinland shall inform formally Inmetro and the certification holder, within seventy two (72) hours, as of the verification of the nonconformity, with the purpose of determining the withdraw of the toys from the commerce, in addition to the application of the correspondent penalties according to National Law 9933/1999.

7.2.3.3 If the toy in nonconformity is verified by the certification System 7, TÜV Rheinland shall formally inform Inmetro and the certification holder within seventy two (72) hours, about the verification of the nonconformity, with the purpose of determining the withdraw of the toys from the commerce, in addition to the application of the correspondent penalties according to National Law 9933/1999. In this case, the certification of the product lot in nonconformity shall be automatically revoked.

8 – TREATMENT OF COMPLAINTS

The applicant of the certification and TÜV Rheinland shall provide a system for the treatment of complaints from its respective clients, considering the requirements described below:

8.1 A “Treatment of Complaints Policy”, signed by its Higher Level executive, evidencing that the certification holder:
   a) valorizes and provides effective treatment of complaints, presented by the clients;
   b) Knows and compromises to comply and subject it to the penalties in law;
   c) Analyzes critically the results, as well as take the steps required, in function of the complaints received;
   d) Defines responsibilities with respect to the treatment of complaints;
   e) Compromises to answer before Inmetro to any complaint that the same may have received and within the lead time established by it.

8.2 A person or staff formally designated, accordingly qualified and with freedom to make the treatment of complaints.

8.3 Development of training program for person or staff responsible for the treatment of complaints, as well as to the others involved, considering, at least, the following matters:
   a) Regulations and Standards applicable to toys;
   b) notions of National Laws n° 8.078, from September 11, 1990, that discusses consumer protection and other steps; and National Law 9.933, from December 20, 1999, that provides for competences of Conmetro and Inmetro, establishes the Taxes of metering services, and other steps;
   c) notions of interpersonal relationship;
d) Policy for the Treatment of complaints;
e) Procedure for the Treatment of complaints.

8.4 When applicable, has individual installations and of easy access by the clients desiring to make complaints, as well the signs and posters affixed stimulating the complaints and informing on how and where to complaint.

8.5 Procedure for Treatment of Complaints, that must consider a simple form for the registry of the complaint by the client, as well as traceability, investigation, reply, solution and closure of the complaint.

8.6 Registries for each one of the complaints presented and treated.

8.7 Map that permits to visualize with facility the situation of each of the complaints presented by the clients in the last 18 months. (e.g.: under analysis, progress, current status, settled, etc.)

8.8 Statistics evidencing the number of complaints formulated, in the last 18 months, and the average time of solution.

8.9 Performance of biannual critical analysis of the statistics from complaints received and evidences of implementation of corrective actions correspondent, as well as improvement opportunities.

8.10 Only for manufacturers according System IV, the “Customer Complaints” must be done as the presenting of a document regarding, at least the way of work with the requirements described below:
   - Communication channels between MPE/Handicraft manufactures and their clients;
   - Register of the responsible people to make this issue;
   - Register of adequate treating about complains showing it ending.

Note: TÜV Rheinland has a term of 12 months to access the efficacy regarding this item with their client, besides is not necessary a presencial verification to prove this fact.

9—CHANGES MADE
Change in encoding of the document.
Revision 4 – Item 3 revision: update of Inmetro Decrees; Item 4 revision: complementing the definitions.
Annex01 – Conformity Label – Toy
Anexo 1

Selo de Identificação da Conformidade - Brinquedo

Fonte
Univers
Univers-Black

Completo
Selo ou impressão na embalagem

Pantone 1235
- 100%
- 80%
CMYK
- C0 M27 Y76 K2
- C0 M20 Y75 K2

Segurança
CE-BR/ITUV-N 00000-00
NM 300/2002
Segurança do Brinquedo
Compulsório

Tons de Cinza
- 100%
- 90%
- 80%

Uma Cor

Segurança
CE-BR/ITUV-N 00000-00
NM 300/2002
Segurança do Brinquedo
Compulsório

Redução Máxima 50 mm

Compacto

Obs.: O Selo de Identificação da Conformidade compacto somente poderá ser utilizado nos casos em que o Selo de Identificação da Conformidade completo, em suas dimensões mínimas, ocupar mais do que 4% da maior área da embalagem do brinquedo.