



FAQ on Trademark License Agreement – Certificate Holders

1. Why is there a new License Agreement when we have been using the FSC trademarks without one before?
 - a. In the past, FSC licensed the trademarks to you via your FSC accredited certification body. FSC wishes to forge a closer relationship with existing and potential certificate holders which will bring the following benefits:
 - i. Strengthen the FSC system and improve trademark protection;
 - ii. Improve the communication between FSC and your organization, allowing us to better understand your needs and support you to find new and retain existing customers;
 - iii. Offer you promotional and marketing support, provide added value services and information on FSC to maximize the benefits, credibility and value of FSC certification.
2. Will the new Licensing Agreement result in changes to current requirements for trademark use?
 - a. No. You should continue to follow all existing rules and standards.
3. What is the process of signing the License Agreement?
 - a. Your certification body will deliver the agreement to you in 2010;
 - b. You will need to sign the agreement;
 - c. You will need to give the agreement back to your certification body;
 - d. The certification body will upload your license to the FSC certificate database;
 - e. You can check if your license has been accepted by checking the Certificate Holder Portal (www.info.fsc.org). Ask your certification body for your username and password if you do not already have one.



4. Who within my organization should sign the License Agreement?
 - a. The agreement must be signed by a duly authorized representative of your company.
5. Where can we find more information about the License Agreement and who should we ask if we still have questions?
 - a. www.info.fsc.org contains an updated FAQ list which addresses questions raised by certificate holders. For any other questions, please contact your FSC accredited certification body and they will gladly support you further.
6. How much time do we have to sign the License Agreement and who must we give this to?
 - a. I am in the process of applying for FSC certification
 - i. ... and our organization has been accepted as an 'applicant' by the FSC accredited certification body **before** 31 December 2009 – you will need to submit the signed license agreement in the course of 2010 . You will need to send this to your FSC accredited certification body who will contact you to administer this process.
 - ii. ... and will submit my application **after** 31 December 2009 – you must submit the signed license agreement before you are accepted as an applicant for FSC certification. You will need to send this to your FSC accredited certification body who will contact you to administer this process.
 - b. I am an FSC certificate holder
 - i. ...therefore, you must submit the signed License Agreement in the course of 2010 to your FSC accredited certification body who will contact you to administer this process
 - ii. ... managing a Forest Management Group, Chain of Custody Group or Multi-site certificate (i.e. FSC-STD-30-005, FSC-POL-40-002, FSC-STD-40-003) and are certified **until** 31 December 2009 – you have to sign and submit a special license agreement for Groups called "Group License Agreement for the FSC Certification Scheme". Your certification body will contact you in the course of the year 2010 to administer this process.



7. How do we know when FSC has received and accepted the License Agreement we have signed and submitted?
 - a. The signed License Agreement becomes valid by being published at www.info.fsc.org. You can verify if it has been accepted by logging into your account at the Certificate Holder Portal. Ask your certification body for your login details if you do not already have them.
8. What happens if we do not sign the License Agreement?
 - a. I am an applicant for FSC certification
 - i. You will not be accepted as an applicant for certification.
 - b. I am an FSC Certificate Holder
 - i. You will have to sign the trademark license agreement in the course of 2010 to maintain your status as a valid FSC Certificate holder beyond 2010. The absence of a valid License Agreement **after** 31 December 2010 is a Major Non Conformity.
9. What kind of information we will find in the Certificate Holder Portal (www.info.fsc.org)?
 - a. Until you are issued a valid FSC certificate, you will only have limited functionality.
 - b. As a valid certificate holder, you will be able to:
 - i. Access to your personalized FSC labels;
 - ii. Add additional information to promote your FSC certified products;
 - iii. Register for additional information via newsletters; and
 - iv. Access additional market resources such as a toolkit which contains resources and materials to help you to promote your FSC certified products.
10. As an applicant for FSC certification, why I am not allowed to use the FSC Trademarks or promote my commitment to FSC and my related certification?
 - a. In the past, consumers have been misled when certification applicants began to promote their commitment to FSC by announcing that they were seeking FSC certification. In order to protect the credibility and benefits of holding a valid FSC certificate, we do not allow any mention of FSC until you are certified.