

OBJECTIVE: To ensure effective procedure shall be followed when suspending, withdrawing or reducing the scope of certification.

SCOPE: It is applicable only for suspending, withdrawing or reducing the certified scope of the relevant Management System.

RESPONSIBILITY:

Certification Committee: To make the final decision on expansion, reducing, renewing, suspension, restoring or withdrawal of the scope of the certification

Director: To recommend based on review the report relevant to the expansion, reducing, renewing, suspension, restoring or withdrawal of the scope of the certification and submit to committee with the recommendations

Certification Manager: To obtain relevant details of the expansion, reducing, renewing, suspension, restoring or withdrawal of the scope of the certification and prepare a brief report and submit to

Director

REFERENCE DOCUMENTED INFORMATION:

1. Client's File
2. Discontinue form of certification
3. Memo to Certification Committee

PROCEDURE:

1. Manager- Certifications shall gather information with respect to situations indicated below regarding the suspension of the certification.
 - a. The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system.

Examples;

1. If the client has not taken effective corrective actions within the agreed time period for the major non-conformities raised during the surveillance audits
2. Improper use of certification, certification document or certification mark and if it is not rectified to the satisfaction of the Ceycert within an agreed time period.
- b. The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies.
- c. The certified client has voluntarily requested a suspension.
2. Under suspension, the client's management system certification is temporarily invalid.
3. The Ceycert shall have enforceable arrangements with its clients to ensure that in case of suspension the client refrains from further promotion of its certification. Ceycert shall make

the suspended status of the certification publicly accessible and shall take any other measures it deems appropriate.

4. Manager-Certifications shall gather information with respect to situation indicated below regarding the withdrawal or reducing of the scope of the certification.
 - a. The company fails to resolve the issues within the six month period under the suspension.
 - b. When the client has persistently or seriously failed to meet the certification requirements of relevant parts of the scope of the certification.
5. Manager-Certifications shall gather information with respect to situation related to reducing the scope of the certification.
6. Manager-Certifications shall prepare a brief report indicating the relevant problems and the recommendation for reducing, suspension or withdrawal of the scope of the certification depending on the problem(s) highlighted and submit to Director
7. Director shall review the report and submit to the committee with the recommendations to reducing, suspension or withdrawal of the scope of the certification.
8. Based on the recommendations submitted by the committee and reviewing the report, Committee makes the final decision to reducing, suspension or withdrawal of the scope of the certification.
9. Ceycert shall ensure that upon notice of withdrawal of certification that the client discontinues its use of all advertising matter that contains any reference to a certified status.
10. The CB shall restore the suspended certification if the issue that has resulted in suspension has been resolved. Failure to resolve the issues that have resulted in the suspension in a time established by the certification body shall result in withdrawal or reduction of the scope of certification.

Upon request by any party, the certification body shall correctly state the status of certification of a client's management system as being suspended.