



PROCEDURE FOR WITHDRAWAL OR REDUCTION OF THE SCOPE AND TERMINATION OF CERTIFICATION

CEYCERT (PRIVATE) LIMITED

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

SCOPE: It is applicable only for suspending, withdrawing, reducing the certified scope or terminating 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. Memo to Certification Committee
3. Procedure for Processing of Application
4. Procedure for Evaluation
5. Procedure for Granting/renewal of Certification
6. Procedure for Surveillance

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.

The following actions will be planned based on the nonconformity with certification requirements substantiated:

- a. Surveillance (Follow the procedure)
- b. continuation of certification with increased surveillance: In this scenario, the period of surveillance will be decided based on NC and it will be recorded with a justification. For the surveillance evaluation, Follow the procedure.
- c. reduction in the scope of certification to remove nonconforming product variants: From procedure for processing of Application to Granting of certification will be followed.
- d. suspension of the certification pending remedial action by the client.
- e. withdrawal of the certification.

Termination

If a certification is terminated (By request of the client), suspended or withdrawn;

CB will make all necessary modifications to formal certification documents, Public information (on website) authorizations for use of certification mark in order to ensure it provides no indication that the product continues to be certified.

Scope Reduction

CB will follow the procedure for processing of Application to Granting of certification to reduce the scope and will make all necessary modifications to formal certification documents, public information, authorizations for use of marks, etc.

Suspension

1. If the certification is suspended, director / certification committee will formulate the actions to be followed to end the suspension as:
 - i. actions needed to end suspension and restore certification for the product(s) in accordance with the certification scheme; Actions includes
 1. Evaluations
 2. reviews or decisions
 - ii. any other actions required by the **certification scheme**
 - iii. the above will be communicated to the client.
2. If certification is reinstated after suspension / Reduced scope of certification CB will make all necessary modifications to formal certification documents, public information, authorizations for use of marks, etc.

Withdrawal of Certification

When a certification requirement is violated by the client, certification documents will be withdrawn and the relevant updates will be made:

1. Audit program and the status of the certification will be updated.
2. Certificate and logos will be withdrawn with termination of the agreement.
3. The client to be discontinued usage of logo at all advertising matters.

Self-withdrawal

When a client withdraws its certificate at their own discretion also the certification documents will be withdrawn and the above updates will be made.