



Procedure for Suspending, withdrawing or Reducing Certification

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1. Purpose

The procedure established for suspension, withdrawal or reduction of the scope of IMS (ISO 9001, ISO 14001, ISO 45001 and ISO 22000) certification in case when the client's certified management system has persistently or seriously failed to meet IMS certification requirements.

2. Scope

This procedure applies to the Al-Waiz Certification and Training Services Pvt Limited (ACTS) issued certificates. In particular, this procedure applies to all management systems certificates and is intended for all employees who are involved in the Suspension, withdrawal, termination and change of scope of a certificate where a certified client is failed to abide by the rules for certification.

3. Terms & Definitions

- Suspension: Temporary hold of the certification services.
- Withdrawal: Permanent retraction of the certification services and terminate contract.
- Reduction of Scope: Decrease scope of certification.
- Re-audit: Compliance Assessment /audit after suspension or withdrawal.

4. Policy (Conditions for Suspension / Withdraw /Scope Reduction of Certification)

ACTS suspend/withdraw /scope reduces of certification in following cases;

- a. Technical offences such as relocation of premise/factory, change of management and name of company without informing ACTS;
- b. The client's certified management system has persistently or seriously failed to meet IMS certification requirements, including requirements for the effectiveness of the management system;
- c. The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies;
- d. The Organization did not complete, correction/corrective actions within agreed time scale;
- e. The Organization fails to comply with the financial requirements of the agreement of certification; Misuse the Certification mark & violation of certification regulations;
- f. The Organization fails to conform with the agreed standard consistently;
- g. Willful non-compliance to the terms and conditions specified in agreement;
- h. Insolvency of the certificate holder or non-payment of liabilities.
- i. The certified client has voluntarily requested a suspension;
- j. Any other reason that ACTS certification authority realizes the call of suspension, scope reduction or withdrawal of certification.



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2. Responsibilities

- a) CEO is the final authority to take any decision regarding suspension, withdrawal, or reducing the scope of certification.
- b) The Decision Board gives only his suggestions to ACTS, to make the suspension, withdrawal or reduction decision.
- c) Certification Manager is responsible for sending warning, suspension and withdrawal letters and notifying the client.
- d) Certification Manager (MR) is responsible to manage all related activities and documentation.

3. Procedure

- 3.1 Under suspension, the client's management system certification is temporarily invalid.
- 3.2 ACTS has enforceable arrangements with its clients to ensure that in case of suspension the client refrains from further promotion of its certification.
- 3.3 ACTS makes the suspended status of the certification publicly accessible.
- 3.4 Failure to resolve the issues that have resulted in the suspension in a time established by ACTS results in withdrawal or reduction of the scope of certification.
- 3.5 ACTS gives 3 months written notice or such shorter notice as the situation may require depending upon the information available to ACTS.
- 3.6 ACTS removes the client name from certified client list on web site and official files, after suspending, and cancellation letter if the client not answering any related communication (suspending, withdrawing and cancellation letter).
- 3.7 ACTS reduces the client's scope of certification to exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction is in line with the requirements of the standard used for certification.
- 3.8 ACTS has some contractual arrangements which ensures that the client organization, upon suspension or withdrawal of its certification, discontinues its use of all advertising matter that contains a reference to certification; amend all advertising matter when the scope of certification has been reduced; does not imply that the certification applies to activities that are outside the scope of certification.



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- 3.9 Upon request by any party, ACTS correctly states the status of certification of a client's management system as being suspended, withdrawn or reduced.
- 3.10 A checklist of for status of Client is developed and communicated to IT department on fortnightly basis further existing procedure for Withdrawal or suspension of certificate updated for inclusion of web status.

4. Re-Audit

- 4.1 Client due audit (Stage II or Surveillance) will be conduct in case of less than 3 months' suspension of certificate.
- 4.2 During re- audit, within 3 months the recertification audit may require less time on-site than the certification audit.
- 4.3 A stage II / re-certification audit will be conduct in case of more than 3 months' suspension of certificate.
- 4.4 During re- audit more than 3 months all elements of the entire management system will be audited.
- 4.5 If a successful re-audit does not occur, the certification will be withdrawn.
- 4.6 Once a certificate has been withdrawn it shall only be regained through a Stage I & II audit after new application & service contract.

5. Related document:

- ACTS Certified Clients (ACTS03/19)

Prepared and reviewed by:
Certification Manager (MR)

Approved by:
Chief Executive Officer