



## Suspension, Withdrawal, Reduction, or Termination of Certification

### 1 Purpose

This procedure describes the sanctions when there is a non-compliance or violation of the terms and conditions for certification, including suspension, withdrawal, scope reduction and/or termination of certification in order to safeguard the integrity of the certification issued by ISOSURE Global.

### 2 Scope

This procedure applies to the management systems certification clients of ISOSURE Global.

### 3 Explanations:

- Suspension means that the certification is temporarily invalid.
- Voluntary suspension, where the organization applies to the certification manager indicating the effective date to be placed under suspension
- Withdrawal means the cancellation of the certificate or registration.

### 4 Process

Function	Process	
Certification Decision	The decision of Suspension, Withdrawal, Reduction or termination of certification will be handled according to the certification decision process (Proc_Ops_03) and in accordance with the reasons contained in this procedure.	Proc-Ops 03_Decision Making Processes

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Function	Process	
Suspension of Certification	<p>4.1 Suspensions may result from:</p> <ul style="list-style-type: none"> <li>a) Change of physical location of the facility(ies) where production and service provision are undertaken or where the management system(s) was being implemented.</li> <li>b) restructuring within the organization that may affect their ability to effectively deliver on the certified mandate, e.g. loss of key staff.</li> <li>c) The realization of a breakdown of the management system.</li> <li>d) If it is discovered during an evaluation that the organization no longer complies with certification requirements.</li> <li>e) When production and service provision is to be halted for a period of time.</li> <li>f) If the Organisation voluntarily requests suspension of certificate.</li> </ul> <p>4.2 ISOSURE Global may at their discretion suspend an organization's certification by means of written notification if satisfied that the client:</p> <ul style="list-style-type: none"> <li>a) Cannot consistently produce products and services that conform to standard requirements.</li> <li>b) Fails to comply with the certification requirements and the terms and conditions spelt out in the certification contract.</li> <li>c) Cannot provide evidence that non-conformances were adequately addressed, and corrective action implemented within prescribed timeframes.</li> </ul>	<p>Information from the client about changes; Recommendation from the audit team; Non-conformance that was not cleared after the due date</p>

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	<ul style="list-style-type: none"> <li>d) Fails to meet the financial obligations like payment of applicable certification fees within the specified time frame.</li> <li>e) Conceals any changes which may potentially affect the compliance with certification requirements,</li> <li>f) Fails to address any complaint against the products or services of the client brought to the attention of ISOSURE Global.</li> <li>g) Denies reasonable access to auditors during surveillance and recertification audits without reasonable justification.</li> <li>h) Misuses certificate or the mark (e.g. misleading publications or advertisement) and appropriate corrective actions not taken in a timely manner.</li> <li>i) If the client's certified management system has persistently failed to meet certification requirements.</li> <li>j) If the surveillance shows nonconformity with the requirements of such a nature that immediate withdrawal is not necessary.</li> <li>k) If corrective actions have not been effectively implemented within the agreed time period.</li> <li>l) If there has been any other contravention of the certification scheme requirements</li> <li>m) If the certified client does not allow surveillance recertification audits to be conducted at the required frequencies, as planned.</li> </ul>	
Withdrawal or Cancellation of certification	<p>4.3 The Certificate shall be withdrawn or cancelled by ISOSURE Global on the basis of the following:</p> <ul style="list-style-type: none"> <li>a) If the certificate holder does not wish to maintain the certificate and voluntarily requests, e.g. If they go out of business.</li> <li>b) Failure to resolve the issues that have resulted in the suspension in the established time (in any case not exceeding six months)</li> </ul>	<p>Existing Certificate (if applicable)</p> <p>Frm-Ops-02.8</p>

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	<p>c) If the surveillance shows that the nonconformity is of a serious nature.</p> <p>d) If the Certificate fails to settle their financial obligations.</p> <p>e) If there is any contravention of the certification contract/agreement.</p> <p>f) If the client uses the certification in such a manner as to undermine the reputation of ISOSURE Global</p> <p>g) Continued use of the certificate for promotion following suspension,</p> <p>h) If the normative standard or rules are changed and the Certificate holder either will not or cannot ensure conformity with the new requirements.</p> <p>If the certificate validity period expires, the certificate is automatically withdrawn. A notice to withdraw the certificate shall be sent to the client <b>within 48 hours</b> of expiry by CM.</p> <p>If no application is received within a period of <b>14 days from the date of the notice</b>, then the status of the certificate will be changed to cancelled.</p>	(Certification decision)
Reduction of Scope of Certification	<p>4.4 Scope reductions shall be instituted under the following conditions.</p> <p>a) ISOSURE Global shall reduce the scope of certification to exclude the parts not meeting the requirements when the certified client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification.</p>	<p>Frm-Ops 01.1a (Certification application)</p> <p>Frm-Ops-03.1 (Technical Review &amp;</p>

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	<p>b) The decision to reduce the scope may be made following surveillance, recertification, or special audit.</p> <p>c) Any scope reduction shall be in line with the requirements of the standard(s) used for certification.</p> <p>d) When a decision to reduce the scope of certification is made as a condition of reinstatement, ISOSURE Global shall make all necessary modifications to certification documents and public information in order to ensure the reduced scope of certification is clearly communicated. The client may also voluntarily request a reduction in scope due to changes in the organisation. Any scope reduction shall be in line with the requirements of the standard used for certification.</p> <p>e) The decision to reduce the scope shall be communicated in writing. ISOSURE Global shall withdraw the certification documents for the original certification and issue new documents for the reduced scope.</p>	Certification Decision Record)
Sanctions	<p>4.5 Process for Implementing sanction:</p> <ul style="list-style-type: none"> <li>• Permission to use any certification mark may be suspended for such a period as ISOSUSRE Global may determine, in any case not exceeding six months.</li> <li>• The audit team leader shall report any situation (in 4.2 above) that may necessitate the suspension or withdrawal of certification to the CM and certification decision will be made.</li> <li>• Decisions involving suspension and withdrawal of Certificates shall be taken by the Certification Decision Committee</li> </ul>	Frm-Ops-03.1 (Technical Review & Certification Decision Record)

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	<p>where the sanction is ISOSURE Global imposed and formally communicated by the CM.</p> <ul style="list-style-type: none"> <li>ISOSURE Global shall serve the client with a notice of suspension or withdrawal of the Certificate stating the grounds therein.</li> <li>The Certificate holder shall submit a written explanation and be given the opportunity to be heard within fourteen (14) days from the date the notice is received.</li> <li>If, in the opinion of ISOSURE Global, the explanation submitted is satisfactory, the certificate may not be suspended or withdrawn.</li> <li>Where no explanation is submitted by the organization, or in the opinion of ISOSURE Global the explanation submitted is unsatisfactory, on the expiry of the notice, ISOSURE Global shall issue a letter of suspension or withdrawal detailing: <ul style="list-style-type: none"> <li>a) The effective date of the suspension/withdrawal;</li> <li>b) The reasons for suspension/withdrawal;</li> <li>c) The conditions during the suspension/withdrawal period</li> <li>d) The actions needed for lifting the suspension or restore certification</li> </ul> </li> </ul>	<p>Notice from the client; Frm-Ops 02.8 (Certification Notice)</p>
Conditions while	4.6 While under suspension, withdrawal, scope reductions and termination the following shall happen:	

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under suspension, withdrawal, scope reduction and termination	<ul style="list-style-type: none"> <li>Under suspension, the client's certification is temporality invalid. A Certificate which has been suspended shall immediately be surrendered/returned by the certificate holder to the CM.</li> <li>During the period of suspension, the terms and conditions set out in the Certification contract/agreement remain valid.</li> <li>The certified client shall upon suspension, withdrawal, scope reduction or termination immediately discontinue use and withdraw of all promotional and advertising matter which contains any reference to the certification.</li> <li>Organizations placed in suspension shall give an undertaking to adequately address the circumstances that caused the suspension <b>within six months</b> of the effective date of suspension.</li> <li>The client shall remain liable for all fees whilst under suspension. The client shall be responsible for all costs associated with the suspension or withdrawal, such as any on-site or re-instatement visits, testing fees, etc.</li> <li>The certificate database shall be amended to reflect the status.</li> </ul>	
Re-Instatement of certification after suspension, withdrawal, and	<p>4.7 Re-instatement of certification</p> <ul style="list-style-type: none"> <li>Where a suspension has been imposed, the client shall take appropriate corrective action prior to the expiry of the period of suspension. Evidence of such corrective action taken shall be submitted to the certification manager who shall assign an</li> </ul>	Frm-Ops-02.8

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scope reduction	<p>auditor/will handle the evaluation.</p> <ul style="list-style-type: none"> <li>An evaluation shall be undertaken to determine whether the conditions for re-instatement of certification have been satisfactorily fulfilled and recommendation shall be submitted to the certification decision makers.</li> <li>The decision to re-instate shall be granted by the certification decision makers.</li> <li>The client shall then be notified in writing that the suspension has been lifted and that the Certificate is re-instated. The certificate shall also be given back to the re-instated client.</li> <li>For organizations suspended over non-payment of certification fees, the certification shall be reinstated immediately upon receipt of payment of the outstanding amount due.</li> <li>When certification is reinstated after suspension, ISOSURE Global shall make all necessary modifications to certification documents and public information to ensure all appropriate indications exist that the p management system continues to be certified.</li> <li>The certificate database shall be amended to reflect the certification status upon reinstatement.</li> </ul> <p>4.7.1 Re-instatement of withdrawn certification</p> <p>A withdrawn certificate will be maintained in the database with only the status changed to 'Withdrawn'. Where the</p>	<p>(Corrective actions)</p> <p>Evaluation report and recommendation</p> <p>Proc-Ops_03.1</p> <p>(Technical Review &amp; Certification Decision Report)</p> <p>Frm-Ops-02.8</p> <p>(Certification Notice)</p>



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	<p>organization wishes to re-in state certification after it has been withdrawn, the organization shall re-apply for certification as a new applicant.</p> <p>4.7.2 Scope reduction</p> <ul style="list-style-type: none"> <li>The process in 10.1 and 10.2 shall apply.</li> <li>The decision to re-instate the scope may be made following a surveillance, recertification, or special audit.</li> </ul>	
Termination of Certification	<ul style="list-style-type: none"> <li>Certification shall be terminated upon request of the client, for example when the company winds up or liquidates or the production of certain products or provision of services is stopped.</li> <li>The client shall be given a formal notification of acceptance on termination and accordingly informed of the following: <ul style="list-style-type: none"> <li>a) To immediately pay any fees due to ISOSURE until the date of termination.</li> <li>b) To discontinue the use of all advertising material that contains any reference thereto.</li> <li>c) The certification previously issued in favor of the client is invalid.</li> </ul> </li> </ul> <p>The certificate database shall be amended to reflect the certification status upon reinstatement</p>	<p>Frm-Ops-02.8 (Certification Notice)</p>

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Function	Process	
Appeals	<ul style="list-style-type: none"> <li>An organization aggrieved by any decision above may follow the appeals process</li> </ul>	Proc_MS_03 (Customer and Stakeholder Management process)

### 5 Amendment

Proposed by	Section	Description of amendment	Date	Revision Status	Approved By
CM	Suspensions	Clause inserted under suspensions to address voluntary suspension by client	30/10/2023	01	MD
SANAS	Footer	Date Format in Footer amended	01/12/2023	02	MD
CM	Header	Address amended	31/03/2025	03	MD