SCL-POL-NiNAS -006

Granting, Refusing, Maintaining, Expanding or Reducing the Scope of the Certification, Renewing Suspending or Restoring Following Suspension and Withdrawing of Certification

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1. PURPOSE

1.1. This policy defines how The System Certification Limited (SCL) certifications are maintained, suspended, terminated, and annulled.

1.2. It lays down the procedure and conditions for granting, maintaining, extending, reducing, suspending, and withdrawing certifications.

2. RESPONSIBILITIES

2.1 The Managing Director is responsible and retains authority for its decisions relating to certification, including the granting, refusing, maintaining of Certification, renewing, expanding, or reducing in the Scope of Certification, Renewing, suspending, or Restoring following Suspension or withdrawing of certification.

2.2 The SCL shall ensure that the persons or committees that make the decisions for Granting or refusing certification, expanding, or reducing the scope of certification, suspending, or restoring certification, withdrawing certification, or renewing certification are different from those who carried out the audits.

2.3 The head of operation of the SCL is the responsible & authority for all its decisions. Also, Decisions for granting, refusing, maintaining certification, expanding, or reducing the scope of certification, renewing, suspending, or restoring following suspension or withdrawing of certification are not outsourced.

2.4 Refer to SCL-POL-NiNAS -009 - Policy on Outsourcing of Certification Decision (s)

3. GRANTING CERTIFICATION

3.1 Granting certification means the state that compliance with the certification requirements has been confirmed by the SCL as per its certification procedures.

3.2 The certification is granted and recorded in the list of certified clients (SCL-REC-NiNAS -002) also on the website of SCL within 12 Hours of Issuing the Certificate after the following conditions have been met by the applicant organization.

3.3 This uploading data effectiveness is verified through an online updating status register. This Record is maintained by the Managing Director

3.3.1 The customer has a documented management system that meets the applicable standards or other normative documents.

3.3.2 One internal Audit and management review cycle has been completed and nonconformity, if any has been corrected.

3.3.3 The applicant meets the criteria of certification and all major non-conformities, if any found during the assessment have been closed. For minor NC corrective action taken or planned has been received.

3.3.4 There are no adverse reports/information/complaints with the SCL about the applicant regarding the quality and effectiveness of the implementation of the system as per SCL Contract terms and schemes for registration.

3.3.5 The applicant has paid all the fees.

4. REFUSING

4.1 The certification is Refused by the SCL Head of certification if the following conditions have not been met by the applicant organization.

4.1.1 A customer has a documented management system that meets the applicable standards or other normative documents.

4.1.2 One internal Audit and management review cycle has been completed and nonconformity, if any has been corrected.

4.1.3 The applicant meets the criteria of certification and all major non-conformities, if any found during the assessment have been closed. For minor NC corrective action taken or planned has been received.

4.1.4 There are no adverse reports/information/complaints with the SCL about the applicant regarding the quality and effectiveness of the implementation of the system as per SCL Contract terms and schemes for registration

4.1.5 The applicant has paid all the fees.

4.2 Where a client has received management systems consultancy from a body that has a relationship with an SCL, this is a significant threat to impartiality.

4.3 A recognized mitigation of this threat is that the SCL does not certify the management system for a minimum of two years following the end of the consultancy.

4.4 In case the certification is refused the validity of the SCL agreement with a client comes to an end, 3 months after the refusal is announced.

4.5 If the Client does not submit an appeal or will not submit a new application for audit. The cost will be charged by SCL to the client following the beforehand agreed prices regardless of any appeal.

5. MAINTAINING OF CERTIFICATION

5.1 Maintaining Certification means the state that demonstrates that the client continues to satisfy the requirements of the management system standard based on the positive conclusion/recommendation by the audit team leader during ongoing surveillance.

5.2 For any major nonconformity or other situation that may lead to suspension or withdrawal of certification, the team leader reports to the Head of certification.

5.3 Head of the certification review independently to determine whether certification can be maintained.

5.4 The certification is maintained after the following conditions have been met by the customer.

5.4.1 The certified organization continues to meet the criteria of certification and any Major non-conformity found during surveillance assessment has been closed within the period.

5.4.2 There are no adverse reports/information/complaints with the SCL about the applicant regarding the quality and effectiveness of the implementation of the certification system as per SCL Certification Criteria.

5.4.3 The client has paid all the outstanding dues.

5.5 The head of the certification monitors its surveillance activities, including monitoring the reporting by its auditors, to confirm that the certification activity is operating effectively.

5.6 Special audits/short-notice audits may be performed following the situation

6. SUSPENSION OF CERTIFICATION:

6.1 Suspension certification means the state that the customer's certification is suspended as a result of the following:

6.1.1 The customer does not accept surveillance or recertification audits to be conducted at the required frequencies (the date of the first surveillance audit cannot be more than 12 months from the last day of the stage 2 audit. Surveillance audits are conducted at least once a year).

6.1.2 SCL determined that the customer does not have the resources to meet the requirements of
the certified system.

6.1.3 Excessive or serious complaints by interested parties and social conflicts.

6.1.4 The required actions against the changes in the certification system or requirements have not been taken by the customer during the specified period.

6.1.5 No /ineffective correction action in response to the non-conformities observed during surveillance/reassessment.

6.1.6 Any wilful misuse of the logo of SCL or Accreditation Mark

6.1.7 Not correcting misuse of the certification mark. Within (1) month.

6.1.8 Non-payment of outstanding due within one month after completion of the audit.

6.1.9 The customer used and applied the certificate (certification) out of its scope.

6.1.10 It is provided that the information and/or materials provided by the customer during assessment re misleading.

6.1.11 The customer does not comply with the article "Notification of customer's change and Assessment for conforming change "of the contract.

6.1.12 SCL determined that the customer does not comply with the agreement(s) and/or contract(s) concluded with SCL.

6.1.13 SCL determines that the customer does not comply with the obligations of certified customer

6.1.14 Any other condition deemed appropriate by SCL management.

6.1.15 The certified client has voluntarily required a suspension.

6.2 Process of Suspension

6.2.1 SCL informs the customer in writing of the likely suspension of certification identifying the reason thereof as per Notice for Suspension (suspension notice) through postal mail/Courier/Email/Fax.

6.2.2 If the customer doesn't take adequate action within fifteen days, the certificate is suspended, Suspension remains in force until two months or less as deemed Necessary by SCL for removal of reasons for suspension.

6.2.3 SCL makes the suspended status of the certification publicly accessible through its website www.systemcertifications.com

7. RESTORING FOLLOWING SUSPENSION

7.1 After declaring the closure of the suspension reasons in writing by suspended companies, the suspense is removed for this purpose an audit is conducted (if necessary) to confirm the elimination of the suspension reasons by SCL.

7.2 The scope and time of the audit for restoring the following suspension status is determined as per the reason for suspension.

7.3 The SCL head of operation shall restore the suspended certification If that has resulted in the suspension has been resolved. Failure to resolve the issues that have resulted in the suspension in a time established by the SCL results in withdrawal or reduction of the scope of certification.

7.4 The removal of the suspension is declared to the company in writing the expense incurred shall be recovered from the client before revoking the suspension which would be at least equivalent to half of the surveillance fee.

7.5 If necessary Special short-notice audits are planned as necessary depending upon the reason for suspension following the SCL certification system.

8. EXPANDING OF SCOPE OF CERTIFICATION

8.1 To expand the scope of certification to cover additional sites, products, processes, or services, The certificate holder will be required to complete a new questionnaire,

8.2 The cost of expanding the scope of registration will be based on the nature and program of work, following a successful assessment an amended assessment schedule will be issued covering those respects covered by the expanded certificate.

8.3 Although the original certificate will normally remain in force it may be necessary in some instances to issue a new certificate, in such cases, the certificate holder must return the superseded certificate to SCL.

9. REDUCTION OF SCOPE OF CERTIFICATION;

9.1 Reducing certification means the state that the customer does not fulfill some of the certification requirements under the scope of certification after granting.

9.2 **Causes of reduction of the scope of Certification:** If the customer is not complying with the following, SCL may reduce the scope of the customer's certification.

9.2.1 Failure to resolve the issues that have resulted in the suspension in a time established by the SCL.

9.2.2 Customer's request.

9.2.3 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.

9.2.4 Any such reduction is in line with the requirements of the standard used for certification.

9.2.5 If correction or corrective action is not taken within the time agreed certification could be reduced, suspended, or withdrawn.

9.2.6 The customer discontinues some of the activities (manufacturing, installation, etc.) Related to the scope of certification.

9.3 Process of reducing the scope of certification: SCL informs the customer in writing of the reduction of the scope of certification through the **'Reduction of the scope of certification Intimation letter** 'and revises the List of certified clients, SCL updates the information on the SCL website to make it publicly accessible.

9.4 The customer is required to amend all advertising matters when the scope is reduced.

10. RENEWING

10.1 The Head of Certifications decides on renewing certification based on the result of the recertification audit, as well as the result of the review of the system throughout certification and complaints received from the user of certification.

10.2 The Re-Certification / Renewing procedures are described in Procedure for Initial Certification, Surveillance Activities, and Recertification

11. WITHDRAWING OF CERTIFICATION:

11.1 Withdrawing certification means the state that the customer's certification is withdrawn under the following condition(s):

11.2 Failure to correct suspension within the time established by SCL (One month for non-payment of dues and two months for delay in surveillance and other reasons).

11.3 Customer's request.

11.4 The certified customer is no longer identified because of its dismantlement or communication disconnecting etc.,

11.5 The suspension of a customer's certification is more than 3 times during the term of validity of its certification.

11.6

11.7 after receipt of SCL's request to return the certificate(s), the Customer didn't return its certificate(s)to SCL within (1) month.

11.2 Process of withdrawing certification:

11.2.1 SCL informs the customer in writing of the withdrawal of certification through a Notice for Withdrawal of certification intimation letter, if the reasons for suspension are not removed, SCL revises the list of certified clients and updates the information on the SCL website to make it publicly accessible.

11.2.2 The termination of withdrawal of certification means that certification is no longer valid. The customer may re-apply to SCL for initial certification when all the reasons for the withdrawal have been removed and communicated to SCL. Any application received from a withdrawn client is processed for a new client.

11.3 Appeals & Complaints

11.3.1 Any decision or action taken regarding this document may be appealed following SCL-PRO-NiNAS -022 -Procedure for handling complaints and appeals.