

Processes for Granting, Suspending, Withdrawing or Restoration of Certification

Granting or refusing certification

The decision as to whether or not to grant or renew a certificate is taken by a suitably qualified individual (the certification reviewer) who has not participated in the assessment process and has no commercial interest with the client site being certified. The certification reviewer will take into account relevant information when making the certification decision, including relevant audit reports, detail of corrective actions identified and taken in response to nonconformities raised during the audit process, and the recommendation of the audit team as to whether to grant/renew certification.

Following a positive decision to grant/renew certification, a draft certificate will be issued to the client and, once this is approved, the final certificate will be sent.

In the event that certification is not recommended (or in the event that the certification reviewer decides not to grant certification), the Client Account Manager (CAM) will communicate this to the client along with the reasons and details of next steps (generally, a further assessment will be required in this situation).

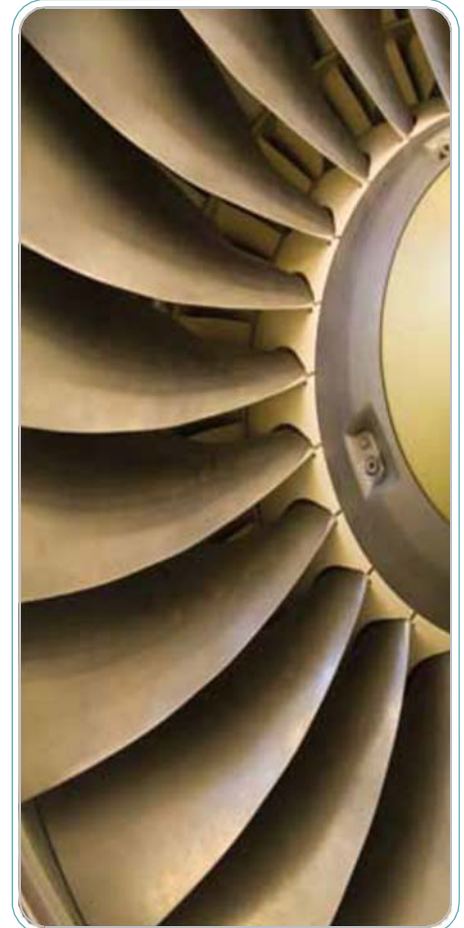
The client may appeal against any certification decision; details of the appeals process are available on the ERM CVS website.

Suspension or withdrawal of certification

ERM CVS may suspend or withdraw a client's certification in certain circumstances. Typically, the request for certificate suspension or withdrawal will result from:

- breach of contract by the client, including the non-payment of fees;
- persistent or serious failure by the client's certified management system to meet certification requirements, including requirements for the effectiveness of the management system;
- the certified client failing to allow surveillance or recertification audits to be conducted at the required frequencies; or
- the certified client voluntarily requesting a suspension.

If a decision is made to withdraw or suspend a certificate due to failures to meet certification requirements then the CAM or the Partner in Charge will contact the client to inform them of this and state the reasons. Prior to withdrawing the certificate, the client will generally be allowed a period of time for rectification, during which time the certificate will be considered suspended. Under suspension, the client's management system certification is temporarily invalid. During the suspension period, the organisation must cease any promotion of its certification. The time allowed should reflect the seriousness of the failure, but typically should not exceed 6 months.



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If it becomes necessary to withdraw the certificate, the client will be notified in writing including a request for immediate return of the certificate and immediate cessation of the use of the certification mark.

Changing the scope of certification

In response to a request for a change to the scope of a certification already granted, the CAM will undertake a review of the requested change and determine any audit activities necessary to decide whether or not the change may be granted. An extension to the scope of certification may necessitate further onsite auditing activity, which may be conducted in conjunction with a surveillance audit.

