

GRANTING, REFUSING, MAINTAINING, RENEWING, SUSPENDING, RESTORING, WITHDRAWING OR REDUCING CERTIFICATION, EXPANDING OR REDUCING THE SCOPE OF CERTIFICATION

1. Purpose

When certain conditions apply, Global Veritas Certification Services will grant, refuse, maintain, renew, suspend, restore or withdraw certification or expand or reduce the scope of certification. The details that relate to these matters are clearly identified in the client agreement, which all clients sign prior to certification of their systems.

2. Granting certification

A review by GVCS Scheme Manager or his authorized designate must be conducted prior to making a decision for granting certification. The GVCS Scheme Manager or his authorized designate shall confirm that all information required has been provided by the audit team, and all client requirements have been met. The GVCS Scheme Manager or his authorized designate shall confirm whether or not the audit team has provided GVCS with sufficient information with respect to the certification requirements and the scope for certification for certification to be granted. For any major nonconformities, GVCS Scheme Manager or his authorized designate must review, accept and verify the correction and corrective actions prior to granting certification; and any minor nonconformities must be reviewed and the client's plan for correction and corrective action accepted by GVCS committee member, prior to certification being granted.

3. Refusing certification

GVCS can refuse for the certification if the client organization is not ready to conduct the stage 2 audit within the stipulated time. Client organization is not closing the major NC with the stipulated time frame. Client organization has not paid the full amount or any other dues of GVCS. Client organisation has denied to GVCS audit team to provide access to the information required to achieve the objective of the audit.

4. Maintaining certification

GVCS's decision to maintain certification is based on demonstration that the client continues to satisfy the requirements of the management system standard.

5. Renewing certification

GVCS's decision to renew certification is based on the results of the recertification audit, as well as the results of the review of the system over the period of certification and complaints received from users of certification.

A client failing to meet the recertification audit schedule, the certificate will be suspended for 6 months. If any response is not received by the GVCS then the certificate will be withdrawn and the client will be advised.

6. Suspending certification

GVCS will suspend certification in cases when, for example:

- 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;
- 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;
- d. The certified client has refused to pay GVCS's invoice(s) within a reasonable timeframe.
- e. Under suspension, the client's management system certification is temporarily invalid.

The suspended certification will be restored provided the issues that have led to suspension are satisfactorily resolved within a maximum period of six months.

GVCS maintains enforceable arrangements with its clients to ensure that in case of suspension and withdrawal the client refrains from further promotion of its certification and use of certification mark.

For suspension that due to shifting, stopping production and other own reasons, or client's management system is continually failing to meet the relevant standard in terms of compliance and effectiveness or occurrence of serious quality, environmental, health and safety, food safety and/or information security accident etc. the client can reinstate its certification provided a special audit is satisfactory performed

7. Restoring, withdrawing or reducing certification

GVCS shall restore the suspended certification if the issue 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 GVCS shall result in withdrawal or reduction of the scope of certification.

The suspended certification will be restored provided the issues that have led to suspension are satisfactorily resolved within a maximum period of six months. Otherwise the client is formally notified by the agent that their certification is withdrawn or reduced.

8. Expanding the scope of certification

In response to an application for expanding the scope of a certification already granted, GVCS shall undertake a review of the application and determine any audit activities necessary to decide whether or not the extension may be granted. This may be conducted in conjunction with a surveillance audit.

9. Reducing the scope of certification

GVCS 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. Any such reduction shall be in line with the requirements of the standard used for certification.