



# Suspension or Withdrawal or Scope Reduction



## Processes for Suspending, Restoring or Withdrawing Certification, or Reducing the Scope of Certification

### Conditions affecting Suspension or Withdrawal or Scope Reduction

1. ALS will suspend a certification when there is evidence that the certified organization is either unable or unwilling to establish and maintain conformity with Scheme requirements.
2. ALS will withdraw a certificate when:
  - The status of suspension cannot be lifted within six (6) months.
  - If ALS ceases its certification activities, with regards to the schemes for which it has issued certificate.
  - Any other situation where the integrity of the certificate or audit process is severely compromised.
3. Scope reduction is applied, when there is evidence that the certified organization holds a certificate where the scope is not an accurate reflection of the management system for example due to changes at locations or the control of the organization, then ALS reduces the certification scope accordingly.
4. Certificates may be suspended or withdrawn by standard licensing body/ accreditation body or by ALS upon instruction by standard licensing body or accreditation body because of noncompliance to scheme requirements or termination of ALS license by standard licensing body and/or accreditation.

### Suspension, Withdrawal or Reducing Scope of Certification Approval

If the client/ certificate holder fails to maintain compliance with the requirements of ISO/IEC 17021, specific management requirements, requirements detailed in certification contract and those commercial and operating requirements of ALS then, the following will apply in general:

- 1) For the clients who fall under suspension, withdrawing or reducing the scope of certification, the final decision is made after completing the technical review. The technical review will be done by competent scheme auditor and will be approved by ALS certification manager.
- 2) The client/ certificate holder is formally informed in writing/ email about the failure of compliance with the above conditions and asked to detail corrective action.
- 3) If the client refuses to respond to correct the failure of non-compliance with the above conditions, then the certification manager will contact the client and inform the client that the certificate may be suspended initially for 6 months. The suspended certification shall be restored if the issue that has resulted in the suspension has been resolved.

If the issues could not be resolved within 6 months of suspension, the client is informed that the certificate is cancelled, and would the client return the certificates and cease to use and distribute any literature, stationary, etc., referencing the certificate of ALS mark/ symbol.

- 4) If the period of surveillance exceeds the contracted period or the recertification period exceeded the three-year period the rules of suspension also apply.
- 5) If the client/ certificate holder has persistently or seriously failed to meet the certification requirements for certain parts of the scope of certification.



### **Action upon Suspension or Withdrawal and Scope Reduction**

In case of suspension or withdrawal, the organizations' management system certification is invalid, ALS completes the following actions after the certification decision for suspension or withdrawal has been made:

a) Inform the organization in writing of the suspension or withdrawal decision, including the reason for the suspension or withdrawal and resulting actions required from the organization.

b) Instruct the organization to take appropriate steps to inform its interested parties.

In case of scope reduction, the organizations' management system certification is invalid beyond the revised certification scope statement. ALS complete the following actions after the certification decision has been made:

a) Inform the organization in writing of the scope change.

b) Instruct the organization to take appropriate steps to inform its interested parties.

### **Restoring of Certification**

Following expiration of certification, the certification can be restored within 6 months provided that the outstanding recertification activities are completed, otherwise at least a stage 2 shall be conducted. The effective date on the certificate shall be on or after the recertification decision and the expiry date shall be based on prior certification cycle.