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Suspension & withdrawal procedure

PC-P-19

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Amendment Table:

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🔍 Purpose:

This Process outlines the NES rules of suspension & withdrawal of product certificate.

🔍 Scope:

This procedure applies to all certification programs operated by NES.

3 - Definitions

🔍 4 - Responsibilities :

NES Management, Certification Body, Quality Department

1. Procedures:

1. Suspension of certificate

1 Reasons for suspension

There are the main reasons for suspension.

1. Suspension initiated by NES is a result of one of these situations:
2. - NES might temporarily suspend or cancel the certificate (according to what it is stated in the relevant Certification Guidelines) if it is verified that THE APPLICANT has not complied with the required standard.
3. - If the certificate is cancelled, the APPLICANT will automatically lose the rights acquired by the approval certificate issued by NES, If the cancellation is due to any circumstance that jeopardizes NES 's interests, NES can unilaterally cancel this agreement and claim the APPLICANT an indemnity for any damages.
4. - NES may also, at its discretion, temporarily suspend or cancel the certificate if the Applicant fails to comply with its payment obligations with NES or with their representatives, with whom the applicant has incurred in a financial commitment regarding the certification services provided by NES.
5. - Immediately after suspending, withdraw or ending the certification, the client will stop using it in all advertisement material that contain or refer to it, and it will take

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the actions required by the certification scheme (for example, the return of the certification documents) and any other measure required.

6. There is a persistent failure of the client’s management system to meet the certification requirements – this includes the effectiveness of the management system.
7. Improper use of NES logo was discovered and has not been resolved effectively by the client after notification by NES.

1.2 Suspension process

The decision of suspension shall be made by the product certification manager of NES. The suspension letter documents the decision and shall be sent by registered post to the client.

- If a suspension is initiated by a product certification manager this is recorded on the Suspension Control form.

The period of suspension (which is usually not more than six months - this shall be defined by the product certification manager and shall be monitored. Actions taken during the period of suspension (records of telephone calls, meetings etc) shall be recorded on the form to provide a record of activity.

1.3 Suspension lifting

The suspension period shall not exceed six months, The suspension period shall be properly managed

by the local product certification entity, therefore it is expected that there shall be regular communication with the client (which is recorded.).

If, it can be demonstrated that the Client is in compliance with requirements, following recommendation from the product certification manager that the suspension can be lifted

Lifting of a suspension is a decision process, therefore all information to support the lifting of a suspension shall be sent to the

Product Certification Manager for approval. .

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Withdrawing-termination of the Certification:

This agreement may be terminated by either party without further written notice to the other with a notice of at least two months. During the notice period the parties agree to comply with its obligations under this contract.

- Without prejudice to any other rights that may have, NES may terminate this AGREEMENT unilaterally and automatically, without prior notice to Applicant, in any of the following circumstances:

- The applicant deliberately conceals or distorts relevant

information so that NES cannot make an objective decision about the level of compliance set out in the standard.

regarding the established requirements.

- The applicant does not comply with his payment commitments

with NES or with its representatives, with whom THE APPLICANT has agreed the financial conditions for certification services of NES .

- The applicant refuses to provide access to its facilities to NES'

representatives, either for Inspection or for conducting the

checks that NES estimates as appropriate.

- The applicant refuses the access to its facilities by representatives

of the organization promoting the STANDARD, in its role as caretakers of the integrity of the project.

- When NES has clear evidence that the process of evaluation and decision making of certified production has not developed under conditions of complete impartiality.

- Without prejudice to any other rights that may have, The applicant may terminate this agreement unilaterally and automatically, without prior notice to Applicant, in any of the following

circumstances:

- That NES breach its obligations to the contracted service, especially regarding deadlines.

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corresponding the contracted certification.

- That NES designs an inspection process that jeopardizes the validity of the certificate according to the criteria of the standard owner, promoter or manager.

Cancellation of the contract :

Cancellation of the contract may be self-initiated or enforced by NES, and shall be undertaken in accordance with the provisions of the contract.

In all cases, every reasonable effort shall be made by NES to preserve a contract with client.

If the contract is cancelled at the client’s request, the product certification Manager shall acknowledge cancellation in writing to the client and request that approval certificates and accompanying logo’s be returned.

If the contract is cancelled the client’s Senior Executive shall be advised in writing at the same time as the withdrawal of the product certificate.

Associated Documents :

SUSPENSION CONTROL FORM PC-F-19-01