

During the validity period of a certification, circumstances may arise in which the certification held by an organization is in a position to be suspended, reduced or withdrawn. This policy describes how CERTIND deals with the suspension, withdrawal or reduction of the scope of certification.

1. Suspension of certification

CERTIND may suspend the certification granted in situations such as:

- the certified management system experienced repeated and serious failures in what concerns the fulfilment of the certification requirements;
- the certified client does not allow the performance of the surveillance or recertification audits in compliance with the established frequency;
- the certified client requests the suspension voluntarily;
- the certified client uses incorrectly the conformity certificate(s) or the certification mark/ IAF CertSearch mark and does not take in due time the relevant measures in order to remedy these aspects;
- the certified client has made substantial changes to its own management system or organisation and has not informed CERTIND of this. These changes may relate to aspects such as name, form of organization, ownership, key personnel, endowments and relevant facilities, locations, scope of activity;
- the certified client fails to inform CERTIND, without delay, in case of the occurrence of a serious incident or breach of regulation necessitating the involvement of the appropriate regulatory authority;
- when, following assessment of the implementation of corrective actions initiated to eliminate non-conformities established during surveillance, it is found that the non-conformities are unresolved or are not resolved in accordance with the conditions and deadlines set;
- the certified client refuses to apply the amendments operated by CERTIND in its certification regulations within the set time limits;
- the certified client fails to complete the payments for the contractual activities within maximum 30 calendar days since the issuance of invoices;

CERTIND informs the client regarding the suspension of certification including in relation to the duration of such suspension, which cannot exceed 6 months.

CERTIND will lift the suspension of certification if the issues that had as result the suspension were settled within a period of time that does not exceed the duration of suspension. The failure to solve the issues that led to a suspension within the suspension time limit leads to the withdrawal or the limitation of the certification, as the case may be.

During the suspension period, the management system certification is temporarily invalid and the certified client does not have the right to use the management system certification during the suspension period.

2. Withdrawal of certification

The certification of the management system may be withdrawn in the following situations:

- the certified client which is in the suspension period of the certification fails to perform actions in order to eliminate the aspects that led to such suspension;
- the certified client suspends its activity, dissolves, declares its bankruptcy or is in another situation which does not allow the client to operate;
- the certified client voluntarily requests the withdrawal of certification.

Subsequent to the certification withdrawal decision, the client has no right to use the conformity certificate(s) held and the certification mark and is bound to send to CERTIND the withdrawn conformity certificate(s), in original.

3. Reduction of certification

The certification scope can be reduced by excluding the parts (activities and/or locations) that fail to fulfil the requirements when the certified client failed repeatedly and seriously to fulfil the requirements of certification for those parts of the certification scope.

The certification scope can be reduced at the request of the client (when the certified client reduces the scope of the management system by relinquishing activities or locations) or can be decided by CERTIND following an audit.

Depending on the certification scheme(s) involved, CERTIND may inform various third parties (scheme owners, accreditation bodies, etc.) about the certification status and decisions made.

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