



# Exquisite Certification And Audit Limited

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## **Processes for granting, refusing, maintaining of certification, suspending or restoring, or withdrawing of certification, expanding or reducing the scope of certification and cancellation certification.**

### **Granting, refusing, maintaining of certification**

Exquisite will make the decisions of granting, refusing, maintaining of certification based on the following criteria:

- Compliance with the certification requirements, including the standard requirements
- Completion of the corrective actions for nonconformities raised in the audit on or before the required completion deadline
- Undertaking the surveillance audit at least every 12 months to maintain the certificate

### **Suspension of certification**

The certified client may be suspended in cases when, for example

- the client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system;
- the certified client does not allow surveillance or recertification audits to be conducted at the required frequencies;
- the certified client has voluntarily requested a suspension.

On suspension of the certificate the client shall immediately cease to make any use of any accreditation or certification marks. The client shall discontinue its use of all medium that contains any reference thereto (e.g., business card, letterhead, website, etc.) and returns any certification documents as required by EXQUISITE.

EXQUISITE will confirm in writing to the client the suspension of a certificate.

At the end of the suspension period, an investigation will be carried out to determine whether the indicated conditions for reinstating the certificate have been fulfilled. On fulfilment of the conditions the suspension shall be lifted. If the conditions are not fulfilled the certificate shall be withdrawn.

Upon suspension, the client management system certification is temporarily invalid. The suspended certification shall be restored 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 defined timeline shall result in withdrawal or reduction of the scope of certification.



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## **Withdrawing or restoring certification**

Certification may be withdrawn in cases when, for example:

- the client fails to resolve issues that have resulted in the suspension in a defined timeline;
- the client fails to meet the terms of service for Certification (e.g., Failure to resolve major nonconformities, not accepting on-going assessment visits, etc).

In cases of withdrawal:

- the client must return all copies of the certificate to EXQUISITE;
- no reimbursement of assessment fees shall be given;
- withdrawal of the certificate shall be published by EXQUISITE and notified to the accreditation body.

On withdrawal of the certificate the client shall immediately cease to make any use of any accreditation or certification marks. The client shall discontinue its use of all medium that contains any reference thereto (e.g., business card, letterhead, website, etc.) and returns any certification documents as required by EXQUISITE.

The decision to restore certification shall be recorded after any issues have been addressed and verified within the set deadline. The certification can be restored to valid after Exquisite's internal approval.

## **Expanding or Reducing the scope of certification**

Requests for changes to scopes received from Clients shall be reviewed by Exquisite and, in the case of an extension to scope; a decision will be taken on whether any additional on-site audit activity is required before a revised certificate is issued.

The scope of certification may be reduced in cases when, for example:

- the client ceases to provide part of the services or products within the scope of certification;
- the client fails to resolve the issues that have resulted in the suspension in a defined timeline shall result in reduction of the scope of certification if it affects only parts of the certification scope.

The need for change may also be identified during on-site audit activity and this shall be recorded and any recommendation for change will be subject to confirmation.



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Upon successful changes to scopes of certification, the current certificate shall be requested for return by the client, the certificate shall be updated with the new scope of certification.

## **Cancellation of certification**

A certificate will be cancelled if the certified client advises EXQUISITE in writing that it does not wish to renew the certificate or no longer offers the products, or the client does not timely commence application for renewal.

In case of cancellation:

- the client must return all copies of the certificate to EXQUISITE;
- no reimbursement of assessment fees shall be given;
- cancellation of the certificate shall be published by EXQUISITE and notified to the accreditation body.