
	ASPIRATA CERTIFICATION BODY TITLE: PROCESS FOR HANDLING TERMINATION, SUSPENSIONS, WITHDRAWAL OR REDUCING OF SCOPE	Doc Ref	9.6.5
		Revision No:	9
		Issue Date:	15 August 2021
Author/Reviewer:	Quality Coordinator	Approver:	National Operations Manager Auditing

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1. Purpose

The purpose of this document is to establish a procedure for the efficient handling of suspensions, termination, withdrawal or reducing of scope to enable consistent application to comply to ISO/IEC 17021-1:2015, ISO/IEC 17065:2012, ISO/TS 22003:2013, FSSC 22000 vs 5.1 and GlobalG.A.P. IFA v5.3 General Regulations.

2. References

Standard	Applicable Clause	Standard	Applicable Clause
ISO/IEC 17021-1:2015	9.6.5	FSSC vs 5.1	Part III
ISO/IEC 17021-2:2016		GlobalG.A.P. IFA v5.3 GR	
ISO/IEC 17021-3:2017		IAF MD22	9.6.5.2
ISO/IEC 17021-10:2018		JAS-ANZ Accreditation Manual	
ISO/IEC 17065:2012	7.11	SANAS P05-10	


3. Responsibilities

It is the responsibility of the Certification Manager to ensure that Aspirata Certification adheres to requirements of the procedure.


4. Procedure for Handling Suspensions, Withdrawal or Reducing of Scope

4.1 Termination, Suspension, Withdrawal or Reducing of Scope

- a) If the client voluntarily requests that their certification be cancelled, or certification is suspended, withdrawn or reduced in scope by Aspirata Certification, Aspirata Certification shall ensure all formal certification documents, public information, authorisations for use of the marks, etc. is updated accordingly to reflect the correct status of the client.
- b) Aspirata Certification may suspend, withdraw, or reduce of the scope of certification of a certified establishment due to the non-compliance of the specific scheme requirements. This refers also to the applicable scheme specific requirements. The individual/s assigned to communicate suspension, withdrawal or reduction of scope shall be competent in their knowledge and understanding of all aspects of the handling of suspended certifications.
- c) Reduction in scope will be done when it is evident that the scope of the certificate exceeds the client's capacity or capability to meet scheme requirements or on client request.
- d) A description of the suspension-handling process shall be publicly accessible at least through the Aspirata Certification website.

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- e) Where voluntary suspension is requested the Certification Manager can approve the suspension without approval from the committee but the clearance and approval of lifting the suspension will follow the normal certification decision process.
- f) The Certification Manager (if not part not part of the audit team) or the approvals committee will take the final decision on suspension withdrawn and reduction of scope of the client once all evidence has been evaluated:
- The client's certified management system persistently or seriously failed to meet certification requirements, including the effectiveness of the management system;
 - The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies, or
 - Close outs of non-conformances are not completed as per the defined requirements of FSSC/ISO 22000
 - Evidence is not submitted in the time allocated when an extension is granted by the CB. (Extension times allowed will be determined for each individual request) Maximum of additional 30 days can be granted.
 - Aspirata Certification Manager 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.
 - Suspension can take place when:
 - i. The organisation's certified management system has persistently or seriously failed to meet the scheme requirements, including requirements for the effectiveness of the management systems.
 - ii. Immediate risk is to safety of the product impacting consumer health.
 - iii. The certified organisation does not allow surveillance or recertification audits to be conducted.
 - iv. The certified client requested voluntary suspension
- g) The client will be informed in writing of the suspension decision, the reasons therefore, the remedial actions required and the period of suspension:
- i. Aspirata Certification shall notify the client within 30 days of the suspension and the reasons
 - ii. It shall provide the client with information outlining the remedial steps to be implemented by the client to enable the suspension to be lifted;
 - iii. The client should take immediate steps necessary to enable the suspension of its certification to be lifted;
 - iv. The client should take all steps reasonably expected to prevent the public being misled or otherwise harmed, by not claiming certification in respect of the relevant Scheme in any marketing, sales, procurement or tender documents, and
 - v. Aspirata Certification shall make the suspended status of the certification publicly accessible and shall take any other measures it deems appropriate.


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- h) During the period of suspension, the client's management system certification is temporarily invalid. Within 3 working days after the certification decision has been made, Aspirata Certification shall:
- i. Change the status of the certified organisation in the FSSC 22000, GLOBALG.A.P. or other scheme owner-specific database and its own Register of Certified Organisations and shall take any other measures it deems appropriate;
 - ii. Inform the organisation in writing of the withdrawal or suspension decision;
 - iii. Instruct the organisation to take appropriate steps in order to inform its clients through various forms of communication such as advertising and product labelling where applicable.
- i) In case of scope reduction, the organisation's management system certification is invalid beyond the revised certification scope statement. Within 3 working days after the certification decision has been made, Aspirata Certification shall:
- i. Change the scope of the certified organisation in the FSSC 22000, GLOBALG.A.P. or other scheme owner-specific database and its own Register of Certified Organisations and shall take any other measures it deems appropriate.
 - ii. Inform the organisation in writing of the scope change;
 - iii. Instruct the organisation to take appropriate steps in order to inform its clients through various forms of communication such as advertising and product labelling where applicable.
- j) The client would be required to conform to the requirements for lifting the suspension within a period of 6 months.

When the client satisfies Aspirata Certification that the required remedial action is effectively implemented, its suspension of certification will be lifted. Aspirata Certification will confirm this in writing. This decision-making process will be conducted by the Certification Manager and/or Certification Committee. All relevant formal certification documents, public information, authorisations for use of the mark etc. will need to be updated accordingly to reflect the correct status of the client.

Failure to resolve the issues that have resulted in the suspension in a time established by the certification body shall result in withdrawal or reduction of the scope of certification:

- i. By excluding the parts not meeting the requirements, where the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification
 - ii. Such reductions shall be in line with the requirements of the applicable standard, for which the client is certified.
- k) Where the company's certification expires or is cancelled or the Agreement is terminated by Aspirata Certification, the client must immediately:
- i. Settle all due but unpaid accounts;
 - ii. Stop using any certification logo or mark in connection with the certification;
 - iii. Withdraw from public display and return to Aspirata Certification the original and all copies of the certificate
 - iv. Stop displaying the certification flag at its premises;

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- v. Withdraw all advertising, promotions or other publication referring to the certification;
 - vi. Take reasonable steps to notify their staff, customers and/or suppliers of the expiry or cancellation of Certification;
 - vii. Return any confidential information to Aspirata Certification;
 - viii. Take all reasonable steps to ensure that third parties are not misled to believe that the company's certification has not expired or been cancelled.
 - ix. Should the above arrangements not be complied with, it shall be regarded as a breach of agreement and Aspirata Certification shall be entitled to take any steps it deems necessary against the company, including legal recourse.
- l) Upon request by any party, Aspirata Certification shall correctly state the status of certification of a client's management system as being suspended, withdrawn or reduced.
- m) In terms of OH&SMS audits (ISO 45001:2018), information on incidents such as a serious accident, or a serious breach of regulation necessitating the involvement of the competent regulatory authority, provided by the certified client or directly gathered by the audit team during the special audit, shall provide grounds for Aspirata Certification to decide on the actions to be taken, including a suspension or withdrawal of the certification, in cases where it can be demonstrated that the system seriously failed to meet the OH&S certification requirements.

4.2 Voluntary Suspension


- a) The Certification Manager or Managing Director can approve voluntary suspension after following the decision-making process.

4.3 Lifting of Suspension or Increase in Scope

- a) In order to lift suspension, the full audit process will be conducted as per summary procedure 9 and 9a.
- b) The lifting of suspension or increase of scope can be carried out by Certification Manager/ Scheme Manager (GG) or the Managing Director who is employed by Aspirata when the Certification Manager was part of the audit team. (Bind by employment contracts)
- c) Where the Certification Manager/Scheme Manager (GG) was not part of the audit team, and where the report was reviewed by an external reviewer the Certification Manager can lift the suspension or of suspension or increase of scope
- d) The decision makers will possess the knowledge as required in ISO/TS 22003:2013, FSSC scheme requirements and food safety management systems and audit ability.

5. Records

Doc No	Document Name	Form Storage	Record Storage
F32	Certification Decision	O Drive: Certification Templates	O-drive

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6. Document Control

Ref no	Date Approved	Date Published	Author	Approver	Publisher
Previous document Procedure ACB900_1					
0	6 September 2015	30 September 2015	Certification Manager	Managing Director	Certification Manager
1	15 April 2016	15 April 2016	Certification Manager	Managing Director	Certification Manager
2	18 September 2016	19 September 2016	Certification Manager	Managing Director	Certification Manager
3	23 August 2017	23 August 2017	Certification Manager	Managing Director	Certification Manager
4	15 April 2018	16 April 2018	Certification Manager	Managing Director	Certification Manager
5	1 May 2019	2 May 2019	Certification Manager	Managing Director	Certification Manager
6	23 Nov 2019	25 November 2019	Managing Director	Certification Manager	Managing Director
7	09 October 2020	09 October 2020	Quality Coordinator	National Operations Manager Auditing	Quality Coordinator
8	21 January 2021	21 January 2021	Quality Coordinator	National Operations Manager Auditing	Quality Coordinator
9.	15 August 2021	16 August 2021	Quality Coordinator	National Operations Manager Auditing	Quality Coordinator