

# **Process for Granting, Refusing, Maintaining, Renewing, Suspension, Restoring or Withdrawal or expansion or reduction of certification scope**

## **Extensions/Reductions to Certification**

If a Company requires an addition to the Scope of Registration as shown on their existing Certificate, to cover new products/processes/locations, a new Application Form is required to be completed and returned to ACS Registrars Pakistan (Pvt.) Ltd, showing details of the requested change. This shall allow ACS Registrars Pakistan (Pvt.) Ltd. to determine whether additional Audit time or costs are required to cover the changes requested. The Application process shown above (Section 6) shall then be followed and an Audit shall be conducted on the appropriate products/processes/locations requiring Certification. Any additional costs or additional time shall be based on the nature and programming of the extension to the Scope of the Company's Certification. Upon receipt of a revised Certificate, the original Certificate issued to the Company shall be returned to ACS Registrars Pakistan (Pvt.) Ltd. within 1 month.

If a Company requires a reduction to the Scope of Registration as shown on their existing Certificate, it is mandatory that ACS Registrars Pakistan (Pvt.) Ltd. is advised immediately of the changes in the Organisation or products. These changes might include the closure of sites or the removal of product lines previously supplied under the original Scope of the Company's Certification. Upon review and acceptance of the updated information, ACS Registrars Pakistan (Pvt.) Ltd. shall notify the Company if an additional Audit, and/or a change to the worded scope, is required. Any additional costs or additional time shall be based on the nature and programming of the Audit, if required, or administration for the revised Certificate. Upon receipt of a revised Certificate, the original Certificate issued to the Company shall be returned to ACS Registrars Pakistan (Pvt.) Ltd. within 1 month.

## **Changes to Client Organization / Management Systems**

The Company shall immediately inform ACS Registrars Pakistan (Pvt.) Ltd, in writing, of any of the following intended changes

- The legal, commercial, organizational status or ownership
- Organization and management (e.g. key managerial, decision-making or technical staff)
- Contact address and sites
- Scope of operations under the Certified Management System
- Major changes to the Management System and processes

Upon receipt in writing of notified intended modification, ACS Registrars Pakistan (Pvt.) Ltd. shall then determine whether or not the modifications shall require any additional costs or additional Audit time, based on the nature and programming of the modification on the Company's Certification. Additionally, the Company's Registration may be Suspended or Withdrawn if there is a failure to notify ACS Registrars Pakistan (Pvt.) Ltd. of any intended modification.

## **Publicising Certification**

A Certified Company has the right to make reference to the fact that their Management System has been certified. A Certified Company may apply the relevant Certification Marks to any stationery and promotional material relating to their Scope of Certification, as displayed on their

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Certificate. The Certified Company must only use the Registration Marks/Logos in accordance with the ACS Registrars Pakistan (Pvt.) Ltd. rules for Registration Marks, as documented in this handbook. A Certified Company is prohibited from applying the Certification Marks to any of their Products or their Packaging, or from making any ambiguous claims, through publications and advertising, which could mislead third parties to believe that a product, process or service has been registered when it has not. Accredited Certification does not imply that the Company is providing a superior product, or that the product itself has been certified as meeting the requirements of the nominated International Standard.

### **Misuse of Certificates**

ACS Registrars Pakistan (Pvt.) Ltd. shall take suitable actions to deal with any incorrect references to Certification or any misleading use of Certificates or Logos/Registration Marks found within publications such as Advertisements, Catalogues and Websites.

These actions may include Suspension or Withdrawal of Certification, Publication of any transgressions and/or Legal Action. Any costs associated with correcting the misuse of the Certificates or Logos/Registration Marks shall be paid for by the Person or Company committing the misuse, including all legal fees.

### **Suspension / re-storing the Certificate**

The Certification of a Company may require temporary Suspension in cases where evidence of one or more of the following circumstances has occurred:

- Failure, by the Company, to effectively implement key activities of their documented Management Systems.
- Failure, by the Company, to allow a Re-Audit to be conducted prior to the expiry of existing Certificate.
- Failure, by the Company, to allow the first Surveillance visit to be conducted within 12 months of the Initial Audit.
- Falsification and/or fabrication, by the Company, of records of implementation.
- Failure, by the Company, to respond to any Non-Conformities.
- Failure, by the Company, to make payment of Certification fees owed to ACS Registrars Pakistan (Pvt.) Ltd.
- Failure, by the Company, to address Complaints in an appropriate manner.
- A request from the Company for the voluntary Suspension of Certification.
- Any other contravention of the ACS Registrars Pakistan (Pvt.) Ltd. Terms and Conditions/Code of Practice.

ACS Registrars Pakistan (Pvt.) Ltd. shall confirm to the Company, in writing; advising of the reasons for the Suspension, the duration of the Suspension and the conditions for the removal of the Suspension of a Certificate. Upon receipt of the notification of Suspension, the Company shall immediately cease to advertise the relevant Certification. At the end of the duration of the Suspension, an investigation shall be conducted to determine whether or not the required conditions for the removal of the Suspension of a Certificate have been fulfilled. If these conditions are deemed to have been met, the Suspension shall be lifted and the Certificate shall be reinstated. If the conditions are not fulfilled, the Certificate shall be withdrawn.

The Company shall be invoiced for any costs incurred by ACS Registrars Pakistan (Pvt.) Ltd. during the process of Suspension and Reinstatement of a Certificate.

### **Withdrawal of Certificate**

The decision to withdraw a Company's Certification shall only be made if there is failure to resolve any of the issues that have resulted in a Suspension, within the Suspension period agreed by ACS Registrars Pakistan (Pvt.) Ltd, and only where it is not possible to resolve the issues by reducing the Scope of the Company's Certification.

ACS Registrars Pakistan (Pvt.) Ltd. shall confirm to the Company, in writing, advising of the reasons for the Withdrawal of a Certificate. The Company does have the right to Appeal against a decision to Withdraw Certification, within 7 days of receipt of the notification of Withdrawal of the Certificate. Under the terms of Withdrawal, a Company's Certification is no longer valid and the Company shall discontinue any promotion or advertising containing any reference to a certified status. The Company shall also return the Certificate to ACS Registrars Pakistan (Pvt.) Ltd. within 1 month. In cases of Withdrawal, no reimbursement of Audit fees shall be given. The reinstatement of a Withdrawn Certificate shall require a full Re-Audit to be carried out by ACS Registrars Pakistan (Pvt.) Ltd.

### **Cancellation of Certificate**

A Certificate shall be Cancelled if the Company advises ACS Registrars Pakistan (Pvt.) Ltd, in writing, that they do not wish to renew the Certificate, or that they no longer offer the product, process or service for which they have been certified, or if the Company has gone out of business.

Under the terms of Cancellation, a Company's Certification is no longer valid and the Company shall discontinue any promotion or advertising containing any reference to a certified status. The Company shall also return the Certificate to ACS Registrars Pakistan (Pvt.) Ltd. within 1 month. In cases of Cancellation, no reimbursement of Audit fees shall be given and full fees for the remainder of the contract shall become payable at this time. The reinstatement of a Cancelled Certificate shall require a full Initial Audit to be carried out by ACS Registrars Pakistan (Pvt.) Ltd.