



Suspension, Withdrawal, Cancellation, Extension and Reduction of Certification

Suspension:

VIGOROUS shall suspend certification in the following situations:

- The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system as verified by Team leader and reported to technical manager,
- Any certified client does not allow surveillance or recertification audits to be conducted at the required frequencies despite several reminders and follow ups by operation manager, or
- Certified client has voluntarily requested a suspension due to financial or other justified reasons.

Under the status of suspension, the client's management system certification is temporarily invalid. VIGOROUS has enforceable arrangements with its clients to ensure that in case of suspension the client refrains from further promotion of its certification. VIGOROUS will make the suspended status of the certification publicly available by entering the name of client in the website and may inform the Customer's clients/Impartiality committee and any other measures as suggested appropriate by the impartiality committee.

Withdrawals

Failure to resolve the issues that have resulted in the suspension in the time established by the VIGOROUS will result in withdrawal or reduction of the scope of certification as per the recommendation of the technical manager who refers to the lead auditor who will get in touch with the client's management and get the feedback on the necessary actions as



were identified during the audit or as requested by the client.

In most of the cases the suspension will not exceed 6 months unless specifically decided by certification manager as per the situation and gravity of the client's business operations and further guided by the impartiality committee members/expert panel.

Cancellation:

The grounds for cancellation of certificate are as follows:

- a) In case the organization is not able to resolve the issue of suspension within 90 days from the date of suspension.
- b) The evidences submitted by the organization for the reason of suspension as defined above are not found satisfactory.

Upon the cancellation the certificate will be surrendered from the client, the VIGOROUS website will be updated that the organization's certificate is cancelled (not valid).

After the cancellation of the certificate: -

If the organization is found to use the certificate or certification information in any manner, legal action will be taken against the organization as per the contractual agreement (VIGOROUS F05-15).

Extension

Upon the request of the client at any point of certification cycle, the scope of certification can be extended after the verifications conducted as per the VIGOROUS certification process.

Examples of extensions can be addition of the site/unit, product line, business line, and this can be done by conducting the extra man-days of the audits as per the complexity of the extensions requested after arrangements with VIGOROUS operation manager.

Reduction:

VIGOROUS will reduce the client's scope of certification to exclude the parts not meeting the requirements, when the client has persistently or seriously



failed to meet the certification requirements for those parts of the scope of certification as reported by Team leader and confirmed by technical manager. Any such reduction shall be in line with the requirements of the standard used for certification. And a revised certificate will be issued and the register of clients and website will be updated accordingly. Plan of the surveillance will also be amended by operation manager with respect to the reduction of the audit man days/need of expert as per the situation of the unit/manpower of the client's organization getting affected due to the reduction.