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	POLICY ON SUSPENSION, WITHDRAWAL OR REDUCTION OF SCOPE OF CERTIFICATION	Version: 02 Effective: Jan 2023
	Compiled by: CERTIFICATION	Approved by: GM Certification

Commitment


The Namibian Standards Institution (NSI) Certification Body (CB) is committed to maintain certification of certified clients through continual monitoring of the certified management system and demonstration that the certified management system continues to fulfill the requirements of the relevant management system standard. This policy is established to describe the process of suspending, withdrawing certification and reducing the scope of certification.

1. Suspending Certification

- i. NSI CB shall suspend certification when:
 - The certified client has breached the Certification Contractual Agreement;
 - The certified management system has persistently or seriously failed to meet the certification and/or applicable standards requirements;
 - The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies;
 - The certified client has voluntarily requested for a suspension in writing; and
 - The certified client has failed to pay relevant certification fees.
- ii. The suspension of certification shall be effective from the day and time when the suspension notification is served to the certified client by the NSI CB.
- iii. The NSI CEO shall notify the client whose management system is suspended in writing, reasons and consequences shall be provided.
- iv. The suspension period shall not exceed a period of six (6) months.
- v. The suspended client shall submit a corrective action plan within 7 days of notification, indicating the necessary actions to be taken to address issues that resulted to the suspension of certification.

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- vi. A follow up audit (onsite) may be conducted to verify whether actions taken are effective to meet certification requirements.
- vii. Failure to correct the issues that led to the suspension of certification within six months, shall result in the decision to withdraw or reduce the scope of certification.
- viii. During the suspension period, the suspended organization must refrain from using or referring to certification, as its certification is temporarily invalid.

2. Reduction of scope of certification

- i. Reduction of the scope of certification can be executed following a request by the client in writing, or upon recommendation from the audit team following an audit.
- ii. The NSI CB shall reduce the scope of certification to exclude the parts not meeting the requirements when a certified client;
 - Has persistently or seriously failed to meet the certification and/or standard requirements for those parts of the scope of certification.
 - Failed to resolve issues that have resulted in the suspension on time.
- iii. Any reduction in the scope of certification shall be in line with the requirements of the standard used for certification.
- iv. The certified client shall be informed in writing when there is a reduction in the scope of certification, reasons and consequences shall be provided.
- v. The NSI CB shall issue a new certificate of conformance when a scope of certification is reduced. The initial certification date and the validity period shall remain the same, only effective date shall be changed.

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3. Withdrawal of certification

- i. NSI CB shall withdraw certification when the client:
 - Makes or permit any misleading statement regarding its certification;
 - Allow reference to its management system certification to be used in such a way as to imply that the NSI certifies a product (including service) or processes;
 - Does not amend all advertising material when the scope of certification has been reduced;
 - Imply that the certification applies to activities that are outside the scope of certification;
 - Failed to resolve issues that led to suspension on time; and
 - Terminates the Certification contractual agreement it had with the NSI CB. This shall be in writing.
- ii. Upon notification of withdrawal, the client must refrain from advertising its certification status and return the certificate and the flag to the NSI.
- iii. In case certification is suspended or withdrawn and the client continues to use the certification against the agreed conditions and dispute has not been resolved amicably, the issue shall be referred to the Legal department to take legal actions.
- iv. NSI CB shall keep an updated directory of certified clients and the status of their certification.

Signed: _____



Date: _____

10/02/2023

Acting GM: Certification

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