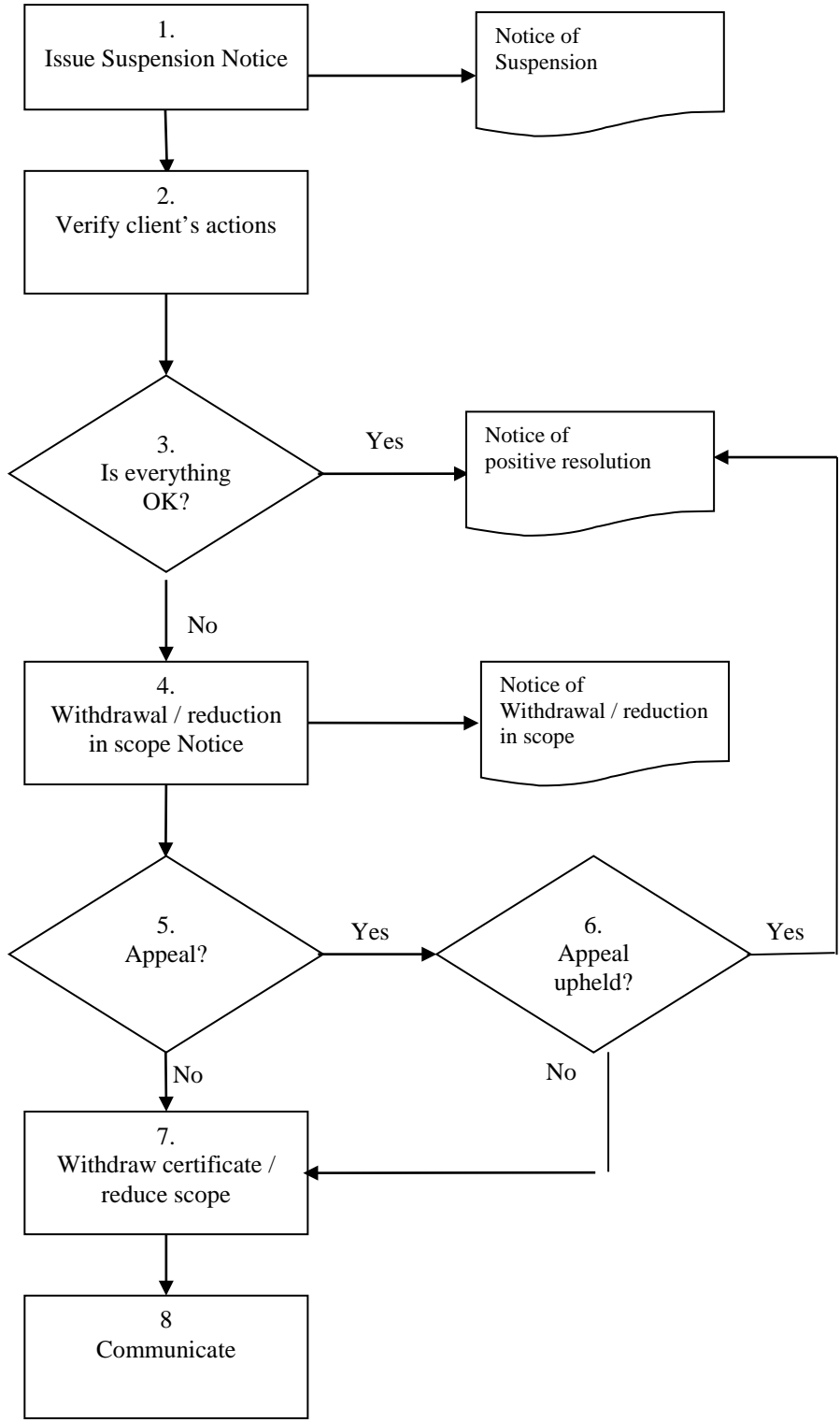


1. **Objective** – To establish requirements for the suspension, withdrawal or a reduction in the scope of certification issued by TUV Austria Group.
2. **Scope** – All certificates issued by TUV Austria Group.
3. **Process Flow Chart**



4. Procedure

Action	By Whom	When	How
1. Issue suspension notice	a) Country Manager b) Scheme Manager	a) The client has not paid the appropriate fee b) The client requests suspension of certification or breaches section 9 of the scheme rules and regulations	In writing, by letter, e-mail, fax or other suitable method. The notice of suspension will direct the client: <ul style="list-style-type: none"> – to take action to resolve the suspension within the time frame specified. – to inform its customers of the suspension, and – not conduct business on the basis of certification, or use of logo. The suspended status of any certification is communicated to client and for PNAC clients the status is updated on website www.tuvat.net . In most cases the suspension period will not exceed 6 months
2. Verify client actions	Country / Scheme Manager	As per timescale defined in the suspension letter	Obtain objective evidence that the actions have been taken
3. Is everything OK?	Country / Scheme Manager	After the time specified in the suspension letter	If the withdrawal is not to proceed, to notify the client in writing by letter, e-mail, fax or other suitable method of communication and to confirm the certification validity.
4. Issue withdrawal / reduction in scope notice	a) Country Manager b) Scheme Manager	a) The client has not paid the appropriate fee b) The client requests withdrawal of certification or breaches section 10 of the scheme rules and regulations	Failure to resolve the issues that have resulted in the suspension of certification in a time specified by TA shall result in withdrawal or reduction of the scope of certification. Notice of withdrawal to be issued in writing by e-mail or fax, followed by copy sent by certified mail. The notice will require the client: <ul style="list-style-type: none"> – to immediately discontinue its claim to be approved/certificated. – to the return of certificate – not to take orders on the basis of a non-existent certificate. – to withdraw all documents that makes use of the Accreditation Mark and/or the Company Certification logo.
5. Appeal?	Client	Following receipt of withdrawal / reduction in scope notice	Appeal against withdrawal / reduction in scope made to the Impartiality Committee meeting stating reasons why withdrawal is unjustified.

Issue

3

Revision

0

Date

23/05/08

Action	By Whom	When	How
6. Appeal upheld?	Impartiality Committee	At a Impartiality Committee Meeting, which may be especially convened	Review all the information submitted by the client and the Scheme Manager, assess against the Rules and Regulations and decide whether or not to withdraw the certificate. Inform client of the decision
7. Withdraw Certificate / reduction in scope	Scheme Manager	Following the withdrawal / reduction in scope notice and either a lack of appeal from the client or a decision to proceed from the Impartiality Committee	Implement the withdrawal / reduction in scope notice
8. Communicate	a) Country Manager b) Scheme Manager	a) quarterly b) Impartiality Committee meetings	a) A list MUST be sent to the accredited / scheme office detailing any suspended / withdrawn clients, who have not met their financial obligation b) A list of suspended / withdrawn clients is presented to the Impartiality Committee

5. Documentation

Reference	Title
SOP-09	Process Management: Handling client Complaints, Disputes and Appeals
Doc 02-3	Scheme Rules & Regulations

Issue	Revision	Date
3	0	23/05/08