

Suspension and Withdrawal of Certification

ECI may suspend a client's certification when the certified management system fails to meet applicable certification requirements or when the client does not comply with certification conditions. Suspension may arise due to serious or unresolved nonconformities, failure to undergo required surveillance or recertification audits, improper use of certification or accreditation marks, significant changes not communicated to ECI, valid serious complaints, voluntary request, or outstanding financial obligations.

Before suspension, ECI provides the client with appropriate notice and an opportunity to address the applicable issue. During suspension, the certification is temporarily invalid, and the client must discontinue any use or promotion of its certification status and applicable certification or accreditation marks.

The suspension period shall not exceed six consecutive months. During this period, ECI may conduct an additional or pending audit to verify corrective action and compliance. Based on the outcome, ECI may **lift the suspension, reduce the scope of certification, or withdraw the certification.**

Certification may be withdrawn when the conditions for suspension are not satisfactorily resolved within the specified period, the required audit is not completed, the client voluntarily requests withdrawal, or other applicable certification requirements remain unmet. Following withdrawal, the client must discontinue all claims of certification and return the certificate to ECI as applicable.

The status of suspended or withdrawn certifications may be made publicly available by ECI in accordance with applicable certification and accreditation requirements.