



Procedure for the Suspension and Withdrawal of Certificate of Conformity (CoC), Statement of Product Registration (SoR) or Statement of Product License (SoL)

This document covers the conditions for the reduction, suspension and/or withdrawal of Certificate of Conformity (CoC), Statement of Product Registration (SoR) or Statement of Product License (SoL).

1. SUSPENSION OF COC, SOR OR SOL

Suspension of all or part of a Client's certificate of conformity, product registration and/or product license may be a decision made by the SGS Certification Committee.

The certification applicable to a specific product may be suspended upon adequate evidence of:

- non-compliance with the requirements of a nature not requiring immediate withdrawal (i.e. identification of significant deficiencies during an assessment);
- improper use of the SGS' issued CoC, SoR, or SoL (i.e. misleading prints or advertisements are not solved by suitable retractions and appropriate remedial measures by the certification body); and
- other departures from the requirements of the SGS product certification program (i.e., failure to pay the required fees, etc.)

When a Client's CoC, SoR or SoL is suspended, SGS shall confirm an official suspension through a registered letter, return receipt requested, (or equivalent means) to the clients' authorized representative, stating:

- the cause;
- the conditions under which the suspension will be lifted;
- that the suspension will be publicized to the Principal's regulatory body/ies and other relevant stakeholders;
- that the suspension is for a temporary period to be determined by the time needed to take corrective action;
- that, within thirty (30) days of receipt of the notice, the client may submit in person, or in writing, information in opposition to the suspension, including any additional information that raises a genuine dispute over material facts;

- that a further review will be conducted to consider such information and a further written notification will be sent to the Client by certified mail, return receipt requested, indicating whether the suspension has been terminated, modified, left in force or converted to a withdrawal of CoC, SoR or SoL.

2. WITHDRAWAL OF COC, SOR OR SOL

SGS shall withdraw the CoC, SoR or SoL for any of the following causes:

- under the relevant provisions for suspension of certification;
- if surveillance or reassessment indicates that deficiencies are of a serious nature as judged by the SGS SA Certification Committee;
- when complaints are received relating to one or more of the Client's products reveals serious deficiencies in the aspects of product standards and safety;
- if the system rules are changed and the client either will not or cannot ensure conformance to the new requirements;
- on any other grounds specifically provided for under these program requirements or formally agreed between SGS and the Client;
- when such action is necessary to protect the reputation of SGS; and
- at the formal request of the Client itself.

When it is proposed to withdraw the CoC, SoR or SoL, SGS shall issue a written notice by certified mail, return receipt requested:

- that withdrawal is being considered;
- of the reasons for the proposed withdrawal sufficient to put the client on notice of the cause;
- that within thirty (30) days of receipt of the notice, the client may submit in person, or in writing, information in opposition to the withdrawal, including any additional information that raises a genuine dispute over material facts; and of the effect of proposed withdrawal, including the removal of the Client's name from the SGS directory with valid CoC, SoR or SoL.

3. APPEAL

A Client may appeal to SGS against a decision to suspend, withdraw or not to award CoC, SoR or SoL.