

PROCESSES FOR GRANTING, REFUSING, MAINTAINING, RENEWING, SUSPENDING, RESTORING OR WITHDRAWING CERTIFICATION OR EXPANDING OR REDUCING THE SCOPE OF CERTIFICATION

At all times, A2Z Hub shall be able to confirm the status of any certification as valid, suspended, withdrawn, or reduced in scope.

Upon completion of each certification activity, A2Z Hub shall conduct an independent and impartial review of the conformity assessment activities to evaluate the outcomes of the audit and technical documentation processes including related recommendations of the auditing and technical documentation team prior to issuing certification.

Based on the audit and technical documentation assessment conclusions, A2Z Hub makes a decision to grant, maintain, renew and/or restore certification if there is sufficient objective evidence of conformity; or to refuse, suspend or withdraw certification if there is not sufficient evidence of conformity or significant evidence of nonconformity. Certification cannot be issued if the organisation persistently or seriously fails to meet certification requirements, such as lack of implementation of effective corrective actions, due to product safety issues, default of payment, or breach to contractual agreements.

The reviewer may also decide to include expansion or reduction of the scope of certification.

Granting certificate(s)

The decision to grant a certificate is made by A2Z Hub once all the criteria's have been met to sufficiently address the completeness and fulfilment of applicable requirements.

Refusal of certificate(s)

The decision to refuse a certificate is made by A2Z Hub due to incomplete conformity assessment activity.

Maintain certification and renewing of certificate(s)

The A2Z Hub maintains certification based on demonstration that the client continues to satisfy the requirements of the management system standard and applicable regulations.

Suspension of certificate(s)

The suspension of a certificate implicates the temporary status of a client's certification is temporarily invalid. The decision to suspend a certification should be assessed and decided by A2Z Hub. Suspension of certification may be done in the following cases:

- The certified client's management system has failed to meet certification requirements, including requirements for the effectiveness of the management system.

- The certified client does not allow surveillance or recertification audit or technical documentation assessments to be conducted at the required frequencies.
- In case of not applying applicable requirements that has changed
 - Product safety issues
 - Misuse of certification mark
- In case of providing false information or document during the conformity assessment activities performed by Intertek Medical Notified body.
- Violate contract or agreement of certification.
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A decision letter claiming the reason for suspension shall be sent to the client including the criteria's to be met to reinstate the certificates followed by the date of such accomplishment.

The maximum allowable period for suspension shall be 6 months. The company shall withdraw the certification at the end of suspension period.

Examples of plausible scenarios

Reason for Suspension	A2Z Hub Actions
Temporary suspension request of certified customer voluntarily.	Certificate is suspended and client shall <ul style="list-style-type: none"> • Remove its declaration of certification status • Remove reference to Certificate on all promotional and advertising activities • Make suspension status information available to public
Continuous failure of customer to fulfill required certification conditions of certified management system, including the ones regarding effectivity of management system	Certificate is suspended and client shall <ul style="list-style-type: none"> • Remove its declaration of certification status • Remove reference to Certificate on all promotional and advertising activities • Make suspension status information available to public
Certified client does not allow A2Z Hub to conduct its surveillance or re-certification audits as often as required.	Certificate is suspended and client shall <ul style="list-style-type: none"> • Remove its declaration of certification status • Remove reference to Certificate on all promotional and advertising activities • Make suspension status information available to public

Withdrawing of certification

A2Z Hub shall withdraw certification in case failure to resolve the issues that have resulted in the suspension within six month or if the certified client has voluntarily requested for withdrawal.

Restoring of Certificate(s)

The decision to reinstate a certificate is made by A2Z Hub post suspension activities if all the criteria has been met.

If the reason for the initial suspension has been rectified within the reported timeframe and with documented evidence, then an investigation will be initiated to attain approval for the re-instatement of the certificate.

Following expiration of certification, the certification body can restore certification. The following action will be taken:

Scenario	Action
Certificate has expired within 6 months and outstanding re-certification activities are completed	Able to restore certification
Certificate has expired within 6 months and outstanding re-certification activities are not completed	Able to restore certification if at least a stage 2 audit is conducted

The effective date and certification cycle on the certificate shall remain as the original. Upon approval, a formal letter shall be generated and sent to the client confirming re-instatement of the certificate.

Expanding or reducing the scope of certification

A2z Hub, in response to an application for expanding the scope of a certification already granted, undertake a review of the application and determine any conformity assessment activities necessary to decide whether or not the extension may be granted.