

**1. THE CERTIFICATE MAY BE SUSPENDED UNDER THE FOLLOWING CIRCUMSTANCES:**

- Failure to complete corrective actions within the agreed time.
- Misuse of the Certification mark.
- Failure to comply with the financial requirements of the Agreement entered with EGC (Non-payment of any certification fees) or bringing EGC into disrepute in any way.
- The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the quality management system.
- The certified client does not allow surveillance or re-certification audits to be conducted at the required and agreed surveillance frequencies.
- The certified client has voluntarily requested a suspension.

**2. CORRECTION PERIOD:**

- A reasonable period of time (usually 90 days) is given by EGC to make the necessary corrections, unless the issue is a critical non-conformity, in which case the timeline is minimized.
- The client is informed that their registration may be suspended until corrective action is completed.

**3. SUSPENSION PROCEDURE:**

- If the necessary corrective action is not taken within the agreed period, a further letter is sent to the client informing them of the suspension.
- An additional limited time (30 days) is provided as a final chance for the client to restore the certification by performing the required corrective actions.
- EGC Head of Sales and Marketing will communicate the actions needed to end the suspension and restore certification according to EGC's Rules of Certification and Certification Scheme.
- The client is expected to stop claiming certification and withdraw all related documents, such as letterheads and business cards, indicating EGC certification.

**4. CORRECTIVE ACTION NOTIFICATION:**

- Once the client has taken the necessary measures to restore certification, they must notify EGC Head of Sales and Marketing, providing evidence of the corrective actions taken.
- EGC Head of Sales and Marketing will transfer the request, along with supportive evidence, to the Conformity Manager.

**5. EVALUATION OF CERTIFICATION STATUS:**

- The Conformity Manager will follow EGC's certification process (evaluation, review, decision) to resolve the suspension.
- The final recommendation is sent to the Managing Director, who will make the final decision to:
  - Restore certification
  - Keep the suspension
  - Withdraw certification

**6. CONDITIONS FOR REINSTATEMENT OF CERTIFICATION:**

- Re-verification of the management system's effectiveness through an on-site audit.
- Re-testing of the product.
- Discontinuation of misleading stationery and advertising materials.
- Removal of the reasons responsible for the suspension of certification.

**7. FINAL WITHDRAWAL OF CERTIFICATION:**

- If the client does not complete corrective actions within the agreed final time, a final letter is sent detailing the withdrawal of their registration with EGC.
- The withdrawal will be published on EGC's website, and the client will be asked to return the certificate and discontinue using the certification mark, as the certificate and mark remain the property of EGC.

**8. REINSTATEMENT OF CERTIFICATION:**

- If certification is reinstated after suspension, EGC will make all necessary modifications to:
  - Formal certification documents
  - Public information
  - Authorizations for the use of marks
- All relevant indications will confirm that the product continues to be certified.

**9. REDUCTION OF CERTIFICATION SCOPE:**

If a decision is made to reduce the scope of certification as a condition of reinstatement: EGC will make necessary changes to formal documents and public information to clearly communicate the reduced scope.