

	SUSPENSION AND CANCELLATION PROCEDURE	Document No.	PRS.SUM.09
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1. AIM

suspending and revoking the certificates of certified companies, as well as narrowing the scope of the certificates.

2. SCOPE

This procedure includes the processes of suspension and cancellation, as well as narrowing the scope of the document.

3. RESPONSIBILITIES

Committee, the Certification Manager/ Periodic Inspection Technical Manager, the Conformity Assessment Technical Regulation Officer , and the audit team are responsible for implementing this procedure .

4. DEFINITIONS

4.1. Suspension : The temporary cessation of the document's use.

4.2. Document Cancellation : Withdrawal of the document and complete cessation of its use.



5. APPLICATION

5.1. SUSPENSION PERIOD

5.1.1. Suspension of the Document

may be suspended for a period not exceeding **3 months** , by decision of the Certification Committee, if the following conditions occur :

- The certified customer voluntarily requested suspension.
the request to suspend the certificate comes from the customer for any reason (strike, natural disaster, production/service interruption, etc.) , the Certification Manager/Relevant Technical Manager will investigate the reason for the request and its appropriateness by communicating with the customer. If suspension is deemed appropriate, the customer will be informed that the certificate will remain suspended until the end of the period stated on the certificate.
If the customer requests renewal of the certificate before the suspension period ends, an audit will be scheduled by the Operations department, and the normal certification procedure will be followed. If no audit is conducted within **the 3-** month suspension period, the Certification Manager/Relevant Technical Manager will make a decision to cancel the company certificate, and the customer will be informed.
If the document has been suspended at the customer's request;
The customer is informed about the planned activities.
The relevant records are updated, and the organization's name is removed from the list of documented organizations and all records.
If applicable, all parties involved will be informed via official letter regarding the document. Any outstanding payments will be requested, and the customer file will be archived.
- If the minor or major nonconformities identified during the audits are not rectified within the specified period (3 months), the certificate will be suspended. If the nonconformities are not resolved by the end of the suspension period, the certificate will be revoked or its scope will be narrowed.
Failure to comply with the company's obligations in the contract text (such as non-compliance with certification rules, misuse of the certificate and logo, non-payment of certificate or audit fees, etc.) or violations that do not warrant certificate cancellation will result in official notification to the company. If this period is exceeded or the activity does not take place, the certificate will be suspended. If the response is still negative, a decision will be made to cancel the certificate. (All decisions are made by the Certification Committee.)
- If it is determined that the legal sanctions that should be applied outside of the relevant standard for the product/service covered by the certification have not been fulfilled, (The certificate will be suspended and, if not corrected at the end of the suspension period, will be canceled.)
- The company's first surveillance audit must be completed within one year, not exceeding the Stage 2 audit date of the certification audit. If the company requests a postponement of the audit without providing a valid reason, the

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certificate will be suspended. If the audit does not take place at the end of the suspension period, a decision will be made to revoke the certificate.

- For companies operating in work areas with temporary sites, audit plans are determined by sampling based on the number of temporary sites they possess. If a company does not have a site at the time of the audit, the audit will not be conducted. If the company declares that it has not received any work until the first inspection and cannot provide a site, its license will be suspended during the first interim audit.
- In recertification audits, the monitoring of findings and corrective actions to address nonconformities is carried out in the same way as in certification audits. If the necessary work is not done to address the nonconformity within the given timeframe, the certificate will be suspended.
- The organization must cooperate with TCS during audits to ensure sufficient objective evidence is obtained to demonstrate compliance with the audit standard. Failure to do so is considered grounds for suspension or cancellation of certification.
- **Information relating to incidents such as serious accidents reported by the certified customer or collected directly by the TCS audit team during a special audit, or a serious regulatory breach requiring the involvement of the competent regulatory authority, indicating a serious failure of the customer to meet the OHS certification requirements.**
- **in the FRM.26 System Certification Proposal** will have their certificates suspended.

TCS Certification will retain the suspended certificate until the issue is resolved. Failure to resolve the issue that led to the suspension within **the 3-** month period granted by TCS Certification will result in the withdrawal of the certificate or a reduction in the scope of certification.

If companies whose certificates have been suspended notify TCS BELGELENDİRME in writing that the reasons for the suspension have been eliminated, the suspension will be lifted. The company will be notified in writing that the suspension of the certificate has been lifted.

An audit will be conducted at the company to confirm that the reason for the suspension has been eliminated.

Companies whose certifications were suspended due to the audit not taking place within the specified time will have their suspension lifted upon a positive decision from the certification manager/relevant technical manager after the audit.

5.1.2. Suspension Procedure Results

- This document is temporarily invalid.
 - The customer should refrain from displaying their certification status.
 - The suspension information is made public / becomes publicly accessible.
 - The certification body may take any other measures it deems appropriate within the framework of the agreement.
- The type, scope, and duration of the investigation conducted as part of the process of lifting the suspension are determined based on the grounds for suspending the document.
- If the company's compliance is confirmed after the audit, the suspension on its certificate is lifted. If the reasons for the suspension are not eliminated, the certificate will be revoked.
- Failure to resolve the issues within the given timeframe should result in the withdrawal or reduction of the certification.

5.2. CANCELLATION PROCESS

5.2.1. Cancellation of the Document

The decision to revoke the document is made in the following cases:

- Failure of the Company to allow the audit to be carried out by the end of the given suspension period,
- The company's failure to address its non-conformities within the foreseen timeframes during the activities carried out to lift the suspension (audit, document review, etc.),
- The company's bankruptcy or cessation of operations covered by the document,
- The company uses the product or service in areas different from those specified in its Management System Certificate.
- The company provided incomplete and misleading information during the investigations.

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- Misleading and unfair use of the document,
- Failure to pay the fees charged by TCS BELGELENDİRME within 30 days of invoicing,
- If, during the validity period of the document, audits reveal that the company's management system has completely lost its compliance,
- The company's refusal to accept the suspension terms,
- The company has not eliminated the reasons for the suspension,
- The company's failure to provide confirmation so that a follow-up audit can be conducted at the end of the suspension period,
- The company is not located at the facility address specified in the document.
- The company's falsification of documents and attachments,
- If, for any reason, the Company requests an indefinite postponement of the surveillance audit date notified by TCS CERTIFICATION, or requests the cancellation of the surveillance audit,
- If the company requests it and notifies TCS CERTIFICATION in writing.
- The company's refusal to accept the surveillance audit,
- **Companies that do not comply with the rules in the FRM.26 Certification Agreement will have their certificates revoked.**

5.2.2. Cancellation Process Results

of the document's cancellation, the company must remove the logo from all correspondence and promotional materials. Otherwise, TCS CERTIFICATION;

- We inform the relevant accreditation body and other certification firms about the matter.
- The company announced in various media outlets that it had used the document illegally, in violation of the contract terms.
- Therefore, they will resort to legal means to compensate for any resulting material and moral damages.

Furthermore, if the company fails to renew the certificate, ceases production of the product/service covered by the certificate, or closes down, the certificate will be revoked and announced to the public.

Upon request, TCS CERTIFICATION will accurately declare the status of its client's suspended, withdrawn, or reduced certifications.

5.3. NARROWING THE SCOPE OF CERTIFICATION

If a client consistently or significantly fails to meet the system requirements for a portion of the scope, TCS CERTIFICATION will narrow the scope of certification for that client, excluding the unmet portion.



The narrowing of the document's scope is addressed in the following way:

The request for scope reduction may come from the certified organization, may have been identified by audit teams during audits, or may have been determined by the TCS CERTIFICATION office as a result of the certified organization's publicly available information or advertising and promotional activities.

Applications are received in writing by the Secretariat. The Planning Officer evaluates the application, taking into account the opinion of the lead auditor assigned to the relevant code.

As a result of the evaluation;

1. If the previous audit covered the request for a change, such as a redefinition of the scope, the application will be accepted without the need for a re-audit and submitted to the Certification Committee for approval along with the reasons for the scope change.
2. The scope change is absolutely unacceptable. If the company lacks the infrastructure and procedures to make the change, it cannot be approved even without a re-audit. This will be communicated to the company in writing, along with the reasons.
3. A re-audit will be conducted to decide on the change. If the change falls within the scope of accreditation, it will be processed as if it were an initial application. Additional documents will be requested at this stage if needed. Internal audit and management review of the change are prerequisites for the audit. For change requests that do not fall within the scope of accreditation, this will be communicated to the organization. If the organization accepts, an audit will be conducted in accordance with the rules mentioned above and submitted to the Certification Committee for a decision.

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The certified organization is warned to communicate any process or scope changes regardless of the organization's request.

Scope changes can be made during surveillance audits. When conducted in conjunction with surveillance audits, this may require additional time and expertise. In cases of scope expansion requests received during an audit, the number of audit man-days and the appropriate NACE requirements are determined based on the lead auditor's recommendation (provided objective evidence is found) and notification to the central office.

The Certification Manager evaluates the situation considering the changing conditions, the current scope, and the activities that cannot be implemented, and makes a decision. The decision regarding the scope reduction is communicated in writing to the certified organization, also stating that they have the right to appeal.

Information regarding the reduction in scope is communicated to the customer and all other organizations, and publicly available information and other records and lists are updated.

implemented according to the relevant procedures .

5.4. Suspension and Cancellation Information and Decision

Customers will be informed within the same week after a suspension/cancellation decision is made.

Two months prior to scheduled surveillance audits, companies receive **a letter from the Planning Officer regarding the Interim Audit (FRM.S.66)** . This letter informs companies that their certifications will be suspended if the audit does not take place by the specified date, and that in the case of Recertification Audits, certifications will be revoked if the audit does not occur by the deadline, and explains how they should proceed in these situations.

Companies whose contracts are suspended or cancelled due to reasons other than the failure to complete surveillance audits on time will be notified in writing.

The decision to suspend or revoke a certificate is made by the Certification Committee, and the dates of the suspension or revocation decision and the person who made the decision are recorded **in the FRM.S.43**

Certification Tracking Form . The suspension and revocation status is updated with lists published on the website.


In case of suspension, a decision form is not created. It is only recorded **in the FRM.S.43 Certification Tracking Form**, however, decisions regarding certificate cancellation are made with **the FRM.S. 75 Certification Decision Form** , and the customer is notified of the cancellation in writing.

6. RELATED DOCUMENTS

TLM.SÜM.05 Logo Usage Instructions FRM.S.75 Certification Decision Form

FRM.S.43 Certification Tracking Form

FRM.S.66 Interim Audit Report

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