
	<b>Quality Procedure</b> <b>Emirates Safety Services LLC</b>	Document No.	QP-CB-10
		Revision No.	0
		Issue No.	1
		Date	01-08-2021
<b>Procedure for Certification issue, Suspension and withdrawal</b>			Page 1 of 5

	Name	Designation	Date	Signature
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Approved By	Mr. Mohamed Basheer	Managing Director	01.Aug.2021	

**Revision History:** -

Rev.	Date	Nature of Changes	Approved By
00	01-Aug-2021	Initial Issue	Managing Director

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## 1.0 Purpose

To describe a procedure for issue of certificate, suspension and withdrawal of the certificate.

## 2.0 Scope

This procedure covers overall activity for certificate issue, suspension and withdrawal of certificate for all types of certification activities done by **Emirate Safety Services LLC**.

## 3.0 Responsibility

3.1 **Certification Manager** is responsible for review of certificates. He is responsible for issue of certificate to certified person. He is authorised to send suspension or withdrawal letters / e mails to certified person. He is supported by the support staff for all routine activities. He is submitting the certificate to the certified person after receipt of approval in the certificate by Director.

3.2 **Director** is responsible for approval / authorization of certificates.

## 4.0 Description of Activity

### 4.1 Receipt and review of Examination report

4.1.1 Examiners / Invigilators submit the examination documents to the Certification Manager upon completion of examination.

4.1.2 All such documents are reviewed by Certification Manager for the completeness of the documents as well as signature of the examiners / invigilators.

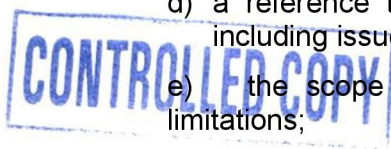
4.1.3 After review, if candidate has acquired required score at the end of examination, the details for the same candidate is forwarded to the Administration for the preparation of certificate.


### 4.2 Certificate preparation and issue

4.2.1 Certificate is prepared on the name of its holder, means candidate and all the requirements as referred in the clause no. 9.4.8 of Quality Manual is taken care and is ensured that the same are printed on the certificate. Standard template for each types of certificates are prepared and are maintained to prevent mistakes during preparation of such certificate.

4.2.2 The certificates shall contain, as a minimum, the following information:

- a) the name of the certified person;
- b) a unique identification;
- c) the name of the certification body;
- d) a reference to the certification scheme, standard or other relevant documents, including issue date, if relevant;
- e) the scope of the certification including, if applicable, validity conditions and limitations;



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f) the effective date of certification and date of expiry.

4.2.3 Upon preparation of the certificate the certificate is received by Certification Manager for its review. Certification Manager reviews it against the application made by the candidate as well as against the examination documents.

4.2.4 Upon completion of satisfactory review, certificate is send to Director for approval. In case of any mistake in the certificate the same is sent back for its correction.

4.2.5 Approved certificate is than released to the certified person as per the mailing address given in the application.

4.2.6 Alongwith the certificate, the terms and conditions of usage of certificate is also submitted to the certified persons for ensuring safe and proper use of the certificate by the certified person.

### 4.3 Suspension and withdrawal or cancellation of certificates

4.3.1 This instruction covers suspension procedures through withdrawal or cancellation of the certificate and revision of the register of certified persons.


- Grounds for action are brought to the attention of the Certification Manager , who reviews the information and decides whether to proceed. Either way, the he / she issues a letter to the certified person via registered mail / courier advising them of the details of the grounds for action and the decision on whether to proceed.
- If the Certification Manager decides to proceed, the certified person must reply to **Emirate Safety Services LLC** within fourteen days of receipt of letter.
- If the Certification Manager determines that the action or position contained in the certified person reply is satisfactory, he issues a letter stating this, and mails it to the certified person via registered mail.
- If actions are required, due dates must be set and Certification Manager must review the actions at those times to ensure that they are effectively completed in order to prevent suspension or cancellation.
- If the certified person does not reply in fourteen days, if the reply is not satisfactory, or if the actions required are not effectively completed in the allowed time, the Certification Manager determines whether to suspend or cancel certification.
- If the decision is made to cancel certification, the Director is responsible for suspending the certified person or canceling the certified person from the Register of Certified person, advising the certified person by registered mail / courier, and publicizing the cancellation, if necessary.

4.3.2 The following reasons are considered grounds for suspension or cancellation:

- Major non-conformance(s) or effective corrective action not implemented within a specified time period.
- Improper use of the certificate, symbol, or logo not remedied to the satisfaction of **Emirate Safety Services LLC**.
- Certified person ceases to supply services of the certified quality for an extended period of time.
- Certified person's has persistently fails to meet any of the requirements for certification including requirements for the effectiveness.

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- Certified person fails to meet financial obligations to **Emirate Safety Services LLC**.
- Certified person makes a formal request to withdraw certification.
- Infringement by the certified person of any contractual conditions between the certified person and **Emirate Safety Services LLC**.
- Certified person is unable or unwilling to ensure conformance to revisions of standards.
- Existence of a serious complaint, or a large number of second- or third-party complaints, which indicate that the system is not being maintained.
- Certified person does not allow periodic examination to be conducted at the required frequency


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#### 4.4 Conditions for Suspension or Cancellation of Certified person

4.4.1 Subject to actions by the certified person, the following steps will be taken leading to possible suspension or cancellation of the certified person's certification:

- Unless a reply is received to the letter accompanying notification within 14 days, certification will be suspended and a notification of suspension may be published at the discretion of **Emirate Safety Services LLC**.
- The certified person's response to the accompanying letter will be reviewed and the proceedings may be put on hold while clarification is sought.
- Where mutually agreed-upon corrective action is to be implemented, a time period for implementation will be specified and a review of the corrective action undertaken at the appointed time. This may be the subject of a special surveillance visit or of review of submitted objective evidence, at the discretion of **Emirate Safety Services LLC**. Should the corrective action not be considered adequate or not be completed by the appointed time, certification will be automatically suspended.
- In the case of serious circumstances, **Emirate Safety Services LLC** may invoke suspension during the period pending the implementation of corrective action.
- Where suspension has been invoked, unless otherwise specified, the certified person must advise **Emirate Safety Services LLC** every 14 days of the current situation of corrective action. Failure to meet this requirement will result in cancellation of the certified person's certification.
- Where suspension has been invoked due to failure to conduct periodic examination, the certified person shall give justification for failure and offer suitable date. An additional day shall be added to routine periodic days. The date shall not be later than 15 months from last Examination. Failure to offer for Examination within 15 months shall result in cancellation of certification.
- When corrective action to resolve the problem(s) taken by the certified person has been verified, certification will be resumed. The period of certification will not be revised to cover the period of suspension.
- Cancellation of certification will be invoked where; following suspension of certification, the certified person fails to respond to **Emirate Safety Services LLC**

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communications within the 14 days grace period or fails to implement corrective action within the appointed time period.

- In extreme circumstances **Emirate Safety Services LLC** may invoke the cancellation of certification with immediate effect without recourse to initial certification suspension.
- Cancellation of certification will require the certified person to assume the status of non-approval and return all certification documentation to **Emirate Safety Services LLC**.
- Use of certification documents, symbols, or logos by the certified person following certification cancellation may result in legal action being taken against the certified person.
- Re-approval after certification cancellation will be on the same basis, and follow the same process, as that of initial application for a new certified person. This will require a full assessment, with optional document review at the discretion of **Emirate Safety Services LLC**.
- The de-certification will be published as a separate list and will be available at the **Emirate Safety Services LLC** office and made available upon request.
- The certified person has the right to appeal any decisions of **Emirate Safety Services LLC** and a copy of the appeals procedures will be made available upon request.
- Certification Manager shall remove the companies where the certificate has been cancelled. During suspension, suspension remark shall be placed in the registered of certified person.
- The certified person files for all cancelled cases shall be archived for a period of 3 months and then destroyed.

#### 4.5 Reduction in scope of Certificates issued

**Emirate Safety Services LLC** shall wherever applicable reduce the scope of certification if during the time of routine periodic examinations / Renewal Examinations it finds that the certified person has continually / seriously failed to meet the certification requirements for those parts of the scope of certification. The reduction in scope will be approved by the Certification Manager

#### 5.0 Reference

6.0 Enclosure Nil

#### 7.0 Formats / Exhibits

7.1 QP-CB-10-F01 Certificate formats

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