



SUSPENSION AND WITHDRAWAL

17021-1:2015 9.6.1

9.6.5

ISO

17065:2012 7.11

14065:2013

Revision	Comment on the changes	Review	Approval	Date
2.8	Precision about the management of suspension in case of ICC/CL or LAO; simplification of the process in case of withdrawal. Update regarding the new version of MSC General requirements Ver 2.4.1 (And ICC replaced by Hub) and MSC&ASC CoC suspension withdraw review form added	E. Gruber	P Jeanmart	November 6, 2019
2.7	Addition of appendix 6 related to Data Protection Certification Scheme	Working group ICC	P. Jeanmart	January 15, 2019
2.6	Management on suspension for MSC ASC CoC, and update regarding the new version of ASC Certification and Accreditation Requirements Version 2.1 And MSC General Certification Requirements version 2.2	E. Gruber	F. Joly de Brésillon	May 23, 2018
2.5	Clarifications on reasons for suspension in §1.1	S. Ter-Horst	F. Gomes	April 12, 2018
2.4	Appendix for FSSC scheme added	E. Gruber	F. Joly de Brésillon	March 23, 2018
2.3	Additional appendix 2 FSC: timeline for suspension (12 months or 18 if justified, surveillance audit if suspended 18 months, necessary modifications to formal certification documents, public information and authorizations for use of FSC trademarks	E. Gruber	F. Joly de Brésillon	February 8, 2018
2.2	Additional appendix 4 for MSC - ASC CoC scheme	X. Lagadec	E. Gruber	April 20, 2017
2.1	Procedure revamped to include technical review in suspension process	R. Sharma	P. Jeanmart	Dec. 19, 2016
1.2	Amended rules for communication to AB in §2	S. Reemers	P. Jeanmart	August 3, 2016
1.1	Clarified instructions in § 1	F. Boigelot	P. Jeanmart	February 22, 2016



Suspension is part of certification decision process



Procedure "Complaints and Appeals"



Template "Client Suspension Control Form"
[MSC&ASC CoC suspension withdraw review](#)

For additional instructions that apply, see Appendix below per product:

1. AS EN 91X0 services (9104/1 as accreditation standard)
2. FSC
3. NSQ-100
4. MSC - ASC CoC
5. FSSC
6. [Data Protection Certification Scheme](#)

1- Suspension of certificate

1.1 Reasons for suspension

There are three main reasons for suspension.

1. Suspension initiated by BVC is a result of one of these situations:
 - There is a persistent failure of the client's management system to meet certification requirements – this includes effectiveness of management system;
 - A major NCR is raised during a surveillance audit and not closed within the specified time frame or during an on-site follow up audit, which indicates that insufficient action was taken by the client to solve raised non-conformities;
 - Non-submission of an acceptable corrective action plan for minor NCRs within the defined time frame;
 - Failure to accept a surveillance audit within the specified time period defined by the program.
 - Improper use of BVC logo was discovered and has not been resolved effectively by the client after notification by BVC;
 - Non-payment of audit fees;
 - The certified client has voluntarily requested a suspension.
2. The client may request a voluntary suspension because of system change or deterioration that is expected to result in major NCRs at the next routine surveillance. BVC shall require necessary corrective actions and continuance of the routine surveillance plan to document the actual situation. After the visit the client has 180 days to solve any NCR, a special surveillance shall then be arranged.
3. In some cases, the suspension can be a reduction of scope if the standard requirements are not met in some parts of the client management system. This shall be done in line with the standard requirements and following the normal decision and certificate issuance processes.

1.2 Suspension process

The decision of suspension shall be made by [the International Competence Centre \(ICC\)](#), [the Critical Location \(CL\)](#) or [the locally Accredited Office \(LAO\)](#) for a particular accredited scheme. The suspension letter documents the decision and shall be sent to the client & evidence for the same maintained.

Suspension may be initiated by the LTM of a country linked to [ICC/CL/LAO](#), but the decision to enforce suspension and/or subsequent removal/withdrawal shall only be authorized by [ICC/CL/LAO](#). If a suspension is initiated by a LTM this is recorded on the Client Suspension Control Form, unless otherwise specified for specific product, and submitted to [ICC/CL/LAO](#) for decision-making.

Based on [ICC/CL/LAO](#) review & approval, the local certification entity shall then issue a suspension letter to the client. A copy of the suspension letter and subsequent /withdrawal or revoke issued to the client shall be submitted to [ICC/CL/LAO](#).

The period of suspension which is usually not more than six months shall be defined by [ICC/CL/LAO](#) in the suspension letter, and shall be monitored by the LTM of the local country. [Suspension letter shall be sent with acknowledge of receipt.](#)

During the period of suspension, the certificate is temporarily invalid and the client shall not promote or advertise its certification. Unless the suspension is lifted and the certificate validity is reinstated, recertification or transfers shall not be performed.

[If a certificate is recorded in Siebel, the process of suspension is also managed through Siebel.](#)

1.3 Suspension lifting

The total suspension period shall not exceed six months, within which another Special Surveillance visit shall be arranged to review the situation. This depends on the reason for issuance of suspension (e.g. non-closure of earlier audit NCRs, serious customer complaint, etc.). The suspension period shall be properly managed by the local certification entity, therefore it is expected that there shall be regular communication with the client (which is recorded.) Generally the first suspension should be for three months and subject to further extension for 3 months. If it is demonstrated that client is taking action to clear non-conformities, but has not completed effective implementation, it is possible for the Lead Auditor to recommend an extension on the initial suspension period.

If it can be demonstrated that the Client is in compliance with requirements, and reason for suspension is eliminated, the suspension shall be lifted and regular routine surveillance plans shall be re-instated.

If, in the opinion of the Lead Auditor conducting the Special Surveillance, the Client has been unwilling or unable to clear the non-conformity, withdrawal of Certificate shall be recommended to LTM. LTM reviews Special Surveillance report.

Lifting of a suspension is a decision process, therefore all information to support the lifting of a suspension shall be sent to the [ICC/CL/LAO](#) for approval. The countries linked to [ICC/CL/LAO](#) shall not lift suspensions without this approval.

2- Withdrawal of certificate

Withdrawal of certificate shall be initiated only when it is apparent that corrective action output, including suspension, does not bring compliance with the requirements.

The Technical Manager shall make a written notification to the client's senior executive, with copy to BVCH SAS UK Branch in case of UKAS accredited certificate.

If withdrawal is decided, Technical Manager shall report decision with supporting documents at next Impartiality Committee meeting.

The Technical Manager shall advise the Client's Senior Executive for the return of certificates issued and accompanying logos. Claims to certification made on company websites, advertising material etc. shall also be removed. A website check shall be made by BVC office.

Except in case of local accreditation, the LTM shall not inform directly the Accreditation Body-

Communication is done by:

- the Accreditation Manager, for ANAB and UKAS accreditations,
- The Global Product Manager for sectorial schemes.

The client shall be notified of BVC Appeal and Complaint Process and advised that an appeal may be raised within four weeks of the said notification. Records of this activity shall be maintained.

The Technical Manager shall notify any other BVC Subsidiary, holding accreditation for a Certificate issued to the Client in question, at this stage that withdrawal of that certificate has been enforced.

Contract shall be cancelled.

Where a client has one certificate with multiple standards, based on the reason for withdrawal the local certification entity shall decide if the certificate is reissued with the standards not affected by the withdrawal.

E.g. Joint ISO 9001/ ISO 14001 certificate, ISO 14001 withdrawn, no impact on ISO 9001 management system, certificate reissued for ISO 9001.

[If a certificate is recorded in Siebel, the process of withdrawal is also managed through Siebel.](#)

3- Cancellation of the contract

Cancellation of the contract may be self-initiated or enforced by BVC, and shall be undertaken in accordance with the provisions of the contract.

In all cases, every reasonable effort shall be made by BVC to preserve a contract with a complaining client or a client found to be non-compliant, but genuine, in its intent to take necessary corrective actions.

If the contract is cancelled at the client's request, the Technical Manager shall acknowledge cancellation in writing to the client and request that certificates and logos be returned.

If the contract is cancelled the client's Senior Executive shall be advised in writing at the same time as the withdrawal of the certificate.

In either of the above cases the client shall be requested to return all certificates and logos.

Notification shall also be made to BVC Oversight bodies as required (e.g. IATF).

If appeal is upheld and certification is reinstated, the original certificate cycle and validity is maintained.

Appendix 1 - 91X0 services

This defines additional instructions for suspension and withdrawal of aerospace certificates.

The accredited entity shall:

- Manage the process
- Update OASIS database when 91X0 certificates are suspended or withdrawn.

The CB shall perform the update within 14 calendar days to reflect any change in certification status.

Appendix 2 - FSC

This defines additional instructions for suspension and withdrawal of FSC certificates.

The templates to be used are the following:

- FSC Notification Letter Expiration Termination Withdrawal
- FSC Notification Letter Suspension

1. Suspension

The FSC certificate may be suspended for a maximum period of 12 months (upon justification and at the discretion of Bureau Veritas Certification the timeline may be increased to eighteen (18) months to allow the client to correct nonconformities); after this 12-month suspension, the certificate will be terminated.

Possible reasons of suspension:

- Lack of respect of the SF05 part II and GP01 clauses;
- Absence of corrective action implementation to address a major non-conformity within 3 months;
- Occurrence of five (5) and more major non-conformities during a surveillance audit; certificate shall be suspended within ten (10) days of the certification being taken;
- Absence of valid Trademark Licence Agreement during more than 4 weeks;
- Trademark Licence Agreement suspended by FSC;
- The client refuses to undergo an annual surveillance audit;
- The client uses non certified and not controlled sources and sells them with an FSC claim;
- Evidence of a deliberate non conform status;
- In case of serious and indisputable failure to comply with the requirements of the standards, Bureau Veritas Certification remains authorized to suspend the certificate, temporarily and without consulting the Certification committee;
- If a certification decision to maintain the certification cannot be taken due to circumstances beyond the control of Bureau Veritas Certification, the certificate shall be suspended at latest three (3) months after the closing meeting of a surveillance audit.

In these situations, the certificate shall be suspended at least 3 months after the closing meeting if a certification decision to maintain the certificate cannot be taken due to circumstances beyond our control. This means that the lead auditor shall inform the Local Office and the HUB immediately after the closing meeting (at least, the day after the closing meeting), that a client is facing one or a combination of situation as explaining above.

In case of suspension, BVC LO shall prepare the suspension notification, using the template FSC Notification Letter Suspension, and send the request to HUB office via ACTIS system. BVC HUB office evaluates the situation and may decide to suspend the certificate. Once suspension decision notification letter is signed by HUB certification decision maker, BVC LO shall send the signed notification letter to the Client and keep evidence that the Client has received the notification letter, which can be client's written acknowledgement of receipt, a letter sent back with the agreed conditions or the delivery receipt from the email service. The evidence of receipt can be organization's written acknowledgement of receipt, delivery receipt from the mail service or email delivery receipt, etc.

BVC updates certificate status in FSC database together with effective date and reason of suspension within three (3) business days of suspension.

Specific requirement of FSC CoC Group or Multi-site Certification Suspension

BVC shall result in suspension of the entire certificate, if Five (5) or more major non-conformities are issued to the Central Office of a Group or Multi-site certification. BVC shall result in suspension of the Participating Site, if Five (5) or more major non-conformities are issued to the particular Participating Site of a Group or Multi-site certification.

Certificate reinstatement

To reinstate a certificate, an audit is planned to assess the corrective action implemented and verify that the client:

- hold a valid 'License Agreement for the FSC Certification Scheme', which is not suspended by FSC;
- Be compliance with all applicable FSC normative requirements;
- Correct identified non-conformities within the maximum period;
- Fully implement all actions required to correct non-conformities;
- Continue to pay all certification costs and fees;
- Undergo surveillance as determined by certification contract with BVC (if the certificate has been suspended for more than twelve (12) months)

If it is demonstrated that the client has taken action to clear the non-conformities, with effective implementation, it is possible for the Lead Auditor to recommend the certification reinstatement. The audit report holding the reinstatement recommendation shall be transmitted to Hub office via ACTIS to be evaluated, following the certification decision process.

BVC Hub office shall not lift suspension of an FSC certificate that has pending major non-conformities.

BVC may reinstate certification after suspension if all major nonconformities have been corrected; and in cases where certification has been suspended for more than twelve (12) months, a surveillance audit has been conducted.

If certification is reinstated after suspension or if the certification scope is reduced as a condition of reinstatement, BVC shall make all necessary modifications to formal certification documents, public information and authorizations for use of FSC trademarks.

2. Withdrawal

The FSC certificate may be withdrawn or terminated with following conditions:

- Deliberated damages image or good reputation of FSC or BVC;
- Lack of respect FSC values;
- Absence of corrective action to reinstate the certificate after the period of suspension;
- Refusal to pay the Annual Accreditation Fees (AAF);
- Refusal to pay certification costs;

In case of withdrawal or termination of a FSC certificate, Bureau Veritas Certification LO shall prepare the withdrawal or termination notification letter and use the template FSC Notification Letter Expiration Termination Withdrawal FM and send the request to HUB office via ACTIS system. Bureau Veritas Certification HUB office evaluates the situation and may decide to withdraw or terminate the certificate. Once withdrawal or termination decision notification letter is signed by HUB certification decision maker, Bureau Veritas Certification LO shall send the signed notification letter to the client and keep evidence that the client has received the notification letter.

Bureau Veritas Certification shall update the status of the certificate in the FSC database of registered certificates together with the effective date and reason of withdrawal within three (3) business days of the withdrawal.

Appendix 3 -NSQ-100

This defines additional instructions for suspension and withdrawal of NSQ-100 certificates.

1. Suspension

Suspensions may be initiated by the LTM of a country linked to an ICC but the lifting may only be authorized by the ICC.

The local certification entity shall inform the ICC of the suspension when initiated. The ICC will review and then issue a suspension letter which must be forwarded to the client by the LTM. The period of suspension (which is usually not more than 3 months this is defined by the ICC in the suspension letter) is monitored by the LTM of the country. Actions taken during the period of suspension (records of telephone calls, meetings etc.) are recorded.

The lifting of a suspension is a decision process, therefore all information to support the lifting of a suspension is sent to the ICC for approval. The Countries linked to the ICC cannot lift suspensions without this approval.

Suspensions are closed either by lifting or the withdrawal of the certificate by the ICC and the closure of the contract.

A monthly suspension report is sent to the ICC by each country. This shall list all suspensions initiated in a country with the effective date and the reason for the suspension.

2. Withdrawal

Any decision to withdraw a certificate in a country linked to the ICC is made by the ICC.

Any decision to reduce the scope of a certificate in a country linked to an ICC is made by the ICC.

LTM is required to monitor surveillance activity. This is an important part of the monitoring of the competence of auditors.

Countries linked to an ICC shall send the record (in a format agreed between the ICC and local country) of this monitoring on a quarterly basis. The ICC may ask for additional information on surveillance activity to be supplied from a country.

Appendix 4 – ASC and MSC schemes

This defines additional instructions for suspension and withdrawal of MSC certificates.

For CoC schemes, the Review template to be used is MSC&ASC CoC suspension withdraw review.

The email / notification templates to be used are the following:

- MSC&ASC reminder for audit due date
- MSC&ASC reminder for invoice due
- MSC&ASC Suspension Notification for audit not done
- MSC&ASC Suspension Notification for late payment
- MSC&ASC Suspension Notification for CoC breakdown

1. Reasons of Suspension

A company has to be suspended for any of the below reasons:

- Contractual and administrative reason (late payment of invoices, delay in the audit schedule due to unforeseen circumstances)
- MSC International has withdrawn a certificate holder's licence or other agreement to use the trademark, and following that, the certificate holder does not comply with MSC International instruction within stated timeframes (clause 7.4.9.i)
- The client failed to inform BV within 2 days of not meeting the MSC Third-Party Labour Audit Requirements (clause 7.4.9.j).

For CoC schemes:

- If the client still didn't answer to BV Certification after a MSC or ASC's requests to submit records of certified material (major NCR raised for that purpose, and not closed with 15 days)
- There is a fault that affects the integrity of the certified supply chain (clause from 7.4.9.a to 7.4.9.g)

- There has been a demonstrable breakdown in the Chain of Custody caused by the client's actions or inactions.
- The client has sold products as certified (or under-assessment) which are shown not to be certified (or under-assessment), except for the following cases:
 - The Hub shall not suspend a CFO CoC certificate if the conditions of CoCCR 9.2.2.1 are met.
 - The Hub shall not suspend a Group CoC certificate if the requirements in CoCCR 9.4.4.1 or 9.4.6.1 are met
- The client cannot demonstrate that products labelled or sold as certified are in fact certified.
- The client has not satisfactorily addressed any major non-conformity within the specified timeframe.
- For group CoC clients, the client has had a group critical non-conformity raised.
- For CFO CoC clients, the client has exceeded the reject number of major non-conformities as described in CoCCR 9.3.1.
- The Hub shall suspend a stratum of a CoC certificates as per CoCCR 9.4.6.1a for Group certificates (clause 7.4.11)
- The Hub shall suspend an individual site of a CoC Default Standard multi-site certificate if he can determine the reason for suspension to be site-specific without an impact on the other certified sites (clause 7.4.12).
- For CFO CoC clients, the client has a major non-conformity raised against the same clause in the CFO CoC Standard at a follow-up site visit as described in CoCCR 9.3.2.3.
- The client does not agree to allow the ICC to hold an audit within the required timeframe specified in the CoCCR 11.3.1.4 for surveillance and CoCCR 11.4.1.1 for recertification.
- The MSC or MSC International has suspended or withdrawn a certificate holder's licence or other agreement to use the trademarks and the certificate holder does not comply with MSC or MSC International instruction within stated timeframes

For MSC Fishery:

- If the client is no longer conforms to the MSC Fisheries Standard, or
- Has not made adequate progress towards addressing conditions, or
- Does not provide information to allow verification that conditions are being addressed, or
- Does not provide information requested by the Hub within 90 days of being requested to do so, or
- Requests to enter a period of self-suspension.

If the client still didn't answer to BV Certification after a MSC or ASC's requests to submit records of certified material (major NCR raised for that purpose, and not closed with 15 days).

2. Management of Suspension

2.1 CoC schemes

2.1.1 General description of the process

The template "MSC&ASC CoC suspension withdraw review" is used by the Hub.

In the case the broken is intentionally or systematically:

- The minimum period of suspension is 6 months
- There is not a maximum period of suspension (when the defect is not a systematic cause).
- Bureau Veritas will include as part of the verifications activities, the monitoring of the activities of the company

Where BV finds cause for suspension against 7.4.9.j, the ICC shall set the period of suspension for a minimum of 3 months or until the client is in compliance with the specific requirements on forced and child labour in the CoC Standard, whichever period is longer (clause 7.4.14).

Before to accept the Effectiveness of Corrective Action Plan, Bureau Veritas performs an on-site verification audit and at a later date, performs a second on-site unannounced audit.

If a client identifies and reports an issue of mislabelling or non-conforming product (as in 7.4.9.b and 7.4.9.c), the certificate shall not be suspended subject to the client having followed the non-conforming product procedure in the CoC Standard. The Hub shall verify the effectiveness of these corrective actions within 30 days of first notification about the issue.

If any relevant clauses on non-conforming product in the CoC Standard have not been followed, or the corrective actions are not determined to be effective (no corrective Action Plan, or effectiveness of CAP within 30 days), the Hub shall suspend the certificate and follow 7.4.11 onwards.

The certification is cancelled for a time of 2 Years if:

- The certified status is updated on Ecert as Withdrawal.
- Bureau Veritas can't have any contractual agreement with the client (this involves the company may not reapply for Chain of Custody certification for 2 years from the date of certificate withdrawal, according to MSC CoC 7.4.11.3 General Requirement)

2.1.2 Management of suspension

Technical reviewer and certification manager review and sign the review form, in order to decide the suspension. Then, the Hub communicate to the Local Office the Decision of Suspension using the MSC&ASC Suspension Notification email, and instruct to the company on the Corrective Action Plan Management (7.4.12.3), as well as update the Database.

The Hub:

- Informs the MSC of any potential impacts of the suspension on relevant Chains of Custody of which it is aware.
- Informs the certificate holder of the suspension and instruct them:
 - o Not to sell any products as certified from the date of suspension.
 - o To advise all sites of the suspension (if relevant).
 - o To advise existing and potential customers in writing of the suspension within 4 days
 - o To keep records of advice to customers.
 - o Not to make any claims of certification from the day of suspension
- Determine whether the certificate holder has had their certificate suspended under 7.4.9.b for a second time within the period of validity of the certificate. In this case the Hub shall:
 - o Immediately withdraw the certificate
 - o Instruct the client that they may not hold a Chain of Custody certificate for 2 years from the date of certificate withdrawal.
 - o Record the cause of the certificate withdrawal in the scheme database, specifically noting that the client may not reapply for 2 years from the date of withdrawal.

The Hub also:

- Records the suspension on the scheme database within 4 days of the suspension.
- Suspends the certificate until such time that the cause of the suspension has been fully addressed, or for a 6-month minimum period if relevant as in 7.4.10.1.a.
- Instructs the certificate holder to provide a documented corrective action plan for addressing the cause of suspension, which is acceptable to the ICC as being able to address the cause(s) for suspension, within 30 days from the date of suspension.
- Updates MSC database within 4 days of the suspension decision.

Hub instructs as well to local office on the steps to keep during this period of suspension, as the adequate management of the customer is key to guarantee the adequate suspension management

2.1.3 Corrective action plan

The Hub:

- Requests a corrective action plan within 30 days (calendar) including a binding timeframe.
 - o If the certificate holder submits an acceptable corrective action plan within 30 days, instruct the certificate holder to implement the corrective action plan.
 - o If the certificate holder does not submit an acceptable corrective action plan within 30 days, withdraw the certificate.
- Verifies the effectiveness of the corrective action once informed by the certificate holder of its completion.

A corrective action plan must be established by the customer to correct the deviations of the NC opened during the audit.

The auditor then reviews the CAP, and confirms if this CAP is able to address the causes of the suspension. In such a case, the local office (under ICC approval), shall instruct the company to implement the CAP.

2.1.4 Verification of CAP effectiveness

Once the CAP has been accepted, Bureau Veritas verifies the effectiveness of the CAP.

In case there is an intentional and/or systematic cause, to keep below actions:

- The company will be asked to provide a submission to evaluate the effectiveness (On Auditor decision)
- The auditor will have to perform an on-site verification audit; the audit plan must be prepared by Hub, together with HO and the local BV office concerned.
- At later, the auditor will perform a second on-site unannounced audit

2.1.5 Lifting of suspension

After those activities of verification, the Hub will organize a meeting with HO and the local BV office in order to decide if the suspension has to be lifted or not. The conditions to lift the suspension are the following:

- Evidences that describes how the cause of suspension has been satisfactorily addressed.
- Statement confirming the reinstatement of the certificate.

When the Hub has verified that the CoC certificate holder has addressed the reason for suspension, the Hub:

- Reinstates the certificate.
- Produces a report documenting the following and upload on the scheme database:
 - Keep the evidence that describes how the cause of suspension has been satisfactorily addressed.
 - A statement confirming the reinstatement of the certificate
 - If the verification of the effectiveness of the corrective actions to address the reason for suspension in the required timeframe cannot be concluded, the ICC withdraws the certificate.

The certificate status is updated on Ecert as "Valid".

2.1.6 Certificate withdrawn

The Hub records its decision on the scheme database within 4 days as "Withdraw".

The Hub communicates to the Local Office that the "Withdraw status" has been raised and informs the company about this withdrawn status.

2.2 MSC Fishery

2.2.1 General description of the process

If a fishery certificate is suspended, the Hub sets the effective date for the fishery certificate suspension 30 days after its decision to suspend, and:

- a. Informs the certificate holder and the MSC of the suspension.
- b. Announces the suspension by completing and uploading the MSC Notice of Suspension Template to the scheme database, to be published on the MSC website, and records the decision on the scheme database.
- c. Confirms the client's ability to segregate fish based on date of capture.
- d. Instructs the certificate holder:
 - Not to sell any fish caught on or after the date of suspension as MSC certified. Fish caught prior to the date of suspension may continue to be sold after the date of suspension as MSC certified if the Hub confirms the client's ability to segregate fish based on date of capture.
 - To advise client group members of the suspension (if relevant).
 - To advise existing customers in writing of the suspension within 4 days of the notice of suspension.
 - To keep records of advice to customers.
 - Not to make any claims of MSC certification on or after the date of suspension.
- e. Instructs the certificate holder to provide a documented corrective action plan for addressing the cause of suspension, which is acceptable to the Hub as being able to address the cause(s) for suspension, within 90 days from the date the Notice of Suspension is published on the MSC website.

- f. The corrective action plan shall include a binding timeframe.
- g. If the certificate holder submits an acceptable corrective action plan within 90 days:
 - Instructs the certificate holder to implement the corrective action plan.
 - Upload to the scheme database to be published on the MSC website: a statement confirming their acceptance of the corrective action plan, and the client's corrective action plan.
- h. If the certificate holder does not submit an acceptable corrective action plan within 90 days, the Hub shall withdraw the certificate.

On the date of suspension, the Hub:

- i. Suspends the certificate until the cause of the suspension has been fully addressed.
- j. Verifies the effectiveness of the corrective action, once informed by the certificate holder of its completion.

2.2.2 Management of the suspension

When the ICC has verified that the fishery certificate holder has addressed the reason for suspension, the Hub:

- a. Reinstate the certificate.
- b. Produce a report documenting the following:
 - Evidence that describes how the cause of suspension has been satisfactorily addressed.
 - A statement confirming the reinstatement of the certificate.

If a suspended fishery certificate is reinstated, the ICC records the decision on the scheme database and uploads a report in conformance with 7.4.5.b to the scheme database to be published on the MSC website.

2.2.3 Withdrawal of certification

The ICC withdraws the certificate if verification of the effectiveness of the corrective actions to address the reason(s) for suspension in the required timeframe cannot be conducted.

If a certificate is withdrawn, the ICC records its decision on the scheme database on the date of withdrawal, and:

- a. Uploads an announcement of withdrawal to the scheme database to be published on the MSC website.
- b. Instructs the client to advise existing customers in writing of the certificate withdrawal within 4 days of the withdrawal.
- c. Instructs the certificate holder not to sell any fish caught on or after the date of withdrawal as MSC certified.
- d. Fish caught prior to the date of withdrawal may continue to be sold after the date of withdrawal as MSC certified if the ICC confirms the client's ability to segregate fish based on date of capture in conformance with 7.4.3.c.
- e. Instructs the certificate holder not to make any claims of MSC certification on or after the date of withdrawal.

2.3 ASC Farm schemes

The Hub:

- a. Informs the ASC of any suspensions or withdrawals of certificates within five (5) days of the decision using FORM 5
- b. Updates the status of the certificates and related information on the ASC website.

The date of the suspension or withdrawal shall be the date the decision was taken by the Hub, whereas the date of cancellation shall be the date that the certificate holder informs the Hub and/or the ASC of its decision on cancellation.

If a certificate is suspended or withdrawn or cancelled, the Hub immediately instructs the certificate holder:

- a. Not to sell any product harvested from the date of suspension or withdrawal or cancelled as ASC certified or with the ASC logo
- b. To advise existing or potential customers in writing of the suspension/withdrawal/ cancellation within four (4) calendar days of the suspension or withdrawal or cancellation date

Appendix 5 – FSSC

This defines additional instructions for suspension and withdrawal of FSSC certificates.

1. Withdrawal or suspension, Bureau Veritas Certification shall:

- a) Change immediately the status of the certified organization in the FSSC 22000 database after the decision was made
- b) Change the status of the certificate in Siebel.
- c) Inform the organization in writing of the withdrawal or suspension decision within three (3) days after the decision was made and confirm the decision;
- d) Instruct the organization to take appropriate steps in order to inform its clients through various forms of communication such as advertising and product labelling where applicable.
- e) If a critical NCR is issued then the certificate must be suspended for a max period of 6 months. IF NCR is not closed then the certificate is withdrawn.
- f) In the event that the FSSC 22000 certified organization that refuse entry of the audit team during the unannounced audit. The suspension will be lifted and the certificate will be reinstated upon successful passing of an unannounced audit. The sanction shall be confirmed within 3 working days. If access to auditor is denied, the client will be liable for all costs.
- g) Timeframe after the date of the refusal.

The status of the FSSC certificate must be “suspended” or “withdrawn”.

2. Scope reduction, Bureau Veritas Certification shall:

- a) Change immediately the status of the certified organization in the FSSC 22000 database after the decision was made
- b) Change the status of the certificate in Siebel.
- c) Inform the organization in writing of the scope change within three (3) days after the last day of the audit or any other intervention and confirm the decision.
- d) Instruct the organization to take appropriate steps in order to inform its clients through various forms of communication such as advertising and product labelling where applicable.

In case of suspension lifting, Bureau Veritas Certification shall:

- a) Change immediately the status of the certified organization in the FSSC 22000 database after the decision was made
- b) Change the status of the certificate in Siebel.
- c) Inform the organization in writing of the suspension decision lifting within three (3) days after the decision was made and confirm the decision.

The certificate will be withdrawn if the unannounced audit is not conducted within a six-month timeframe.

The status “Cancelled” in FSSC database is dedicated to those events:

- The certificate is valid but is transferred to another CB. The transfer can be the result of the fact that the CB has stopped the FSSC 22000 activities or that the certified organization has (by own choice. Voluntary) decided to transfer the certificate to another CB. The old certificate remains in the database and has the status “cancelled”. The new certificate issued by the new CB has the status “valid”.
- The organization has voluntarily decided to terminate the FSSC certificate. The certificate is invalid but this is not the result of a sanction.
- A new certificate is issued because of changes on the certificate.

Appendix 6 – BV Data Protection Certification Scheme

This defines additional instructions for suspension and withdrawal of BV Data Protection Certification Scheme certificates.

1. Suspension

A certificate has to be suspended for any of the below reasons:

- Contractual and administrative reason (late payment of invoices, delay in the audit schedule due to unforeseen circumstances, refusal to perform unannounced audit, or special audit for product traceability and/or complaints verification)
- A request from a Supervisory Authority or a Data Protection Authority reporting non mitigated data breaches
- The initiation of a jurisdictional claim (litigation in front of the court, legal prosecution) by data subjects, Competent Authority, Consumers or Professional associations ...
- The client has not satisfactorily addressed any major non-conformity within the specified timeframe.

The certificate shall be suspended within 5 days. The client as well as the competent Authority shall be informed.

The ICC requests a corrective action plan (CAP) within 30 days (calendar) including a binding timeframe.

The auditor then reviews the CAP, and confirms if this CAP is able to address the causes of the suspension. In such a case, the local office (under ICC approval), shall instruct the company to implement the CAP.

Once the CAP has been accepted, Bureau Veritas verifies the effectiveness of the CAP through an on-site verification audit.

After those activities of verification, ICC will organize a meeting with HO and the local BV office in order to decide if the suspension has to be lifted or not. The conditions to lift the suspension are the following:

- Evidences that describes how the cause of suspension has been satisfactorily addressed.
- Statement confirming the reinstatement of the certificate.

When the ICC has verified that the client has addressed the reason for suspension, the ICC reinstates the certificate.

In case this special audit does not take place or reveals non effectiveness of the corrective action plan the certificate shall be withdrawn.

2. Certificate withdrawal

In case of a client being stated as guilty (litigation in front of the court, legal prosecution) by a jurisdiction or fined by a competent authority its certificate shall be withdrawn within 5 days. The client as well as the Competent Authority shall be informed.