

General Scheme Rules for Certification of Management Systems

1. GENERAL

- 1.1 These Rules describe the procedures applied by ZABS for the certification of management systems and how organisations can apply for, obtain, retain and use this certification, as well as its possible suspension and revocation. Depending on the different management system certification schemes, supplementary rules may apply.
- 1.2 Management system certification is the process through which a third party (certification body) evaluates the conformity of a management system with given requirements and if the conclusions of the evaluation are satisfactory issues a certification document (usually a certificate) for the organization.
- 1.3 The general purpose of certification is to provide trust in the fact that a certain management system fulfils specified requirements. The value of certification is the degree of public confidence and trust that is established by an impartial and competent evaluation.
- 1.4 The Zambia Bureau of Standards (hereinafter referred to as “ZABS”) audits and certifies (hereinafter referred to as “certification”) quality, environmental, occupational health and safety, and food safety management (hereinafter referred to as “management systems”) of the organizations (hereinafter referred to as “organisation”) under the provisions of General Scheme Rules for Certification of management systems (hereinafter referred to as “the Rules”).
- 1.5 ZABS provides certification services in accordance with ISO/IEC 17021:2015 to organisations whose management system has been recognised as conforming to the all the requirements of the reference standard or rules document.
- 1.6 The Society shall have a legally enforceable agreement for the provision of certification activities with the organization. In addition, where there are multiple sites of the organization, the agreement shall cover all the sites within the scope of the certification.
- 1.6 Certification is open to all organisations and does not depend on whether they belong to an association or group.
- 1.7 ZABS applies its current certification fees and guarantees fairness and uniformity of application.
- 1.8 ZABS is entitled to refuse requests for certification by organisations that have been subject to, or whose production or activities have been subject to restriction, suspension or proscription by a regulatory authority.
- 1.7 The certificate issued by ZABS pertains exclusively to a single organisation, where organisation means a group, company, enterprise, body or institution, or parts and combinations thereof, whether associated or not, public or private, with its own functional and administrative structure.

2.0 REFERENCE STANDARD / CERTIFICATION REQUIREMENTS

2.1 Standards

The organization shall establish, implement and maintain a management system in conformity to the requirements of one or more (for integrated management systems) of the standards listed below:

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- a) ISO 9001:2015 Quality Management System
- b) ISO 14001:2015 Environmental Management System
- c) ISO 22000:2018 Food Safety Management Systems
- d) ISO 45001:2018 Occupational Health and Safety

2.2 Normative Documents

The organization shall comply normative (mandatory) documents listed below:

- a) R3200 General Rules for the Certification of Management Systems
- b) Specific scheme rules for a particular management system, where available.

2.3 Additional Requirements

The organization shall comply to all relevant statutory and regulatory requirements relevant to the scope of certification.

3.0 INITIAL CERTIFICATION

3.1 Application and Agreeing the Contract

3.1.1 Eligibility for Certification

In particular, in order to obtain Management System certification, the organisation must:

Have established a Management System and kept it active in total compliance with the requirements of the reference standard or regulatory document. The management system is considered as being fully operative when:

- a) the internal audit system has been fully implemented and its effectiveness can be demonstrated;
- b) at least one management review of the system has been carried out and documented;
- c) the objectives, action plans and processes required to obtain results have been defined;
- d) Risks have been identified, evaluated, and treated;
- e) the processes have been identified, defined, implemented and monitored for performance;
- f) monitoring activities and measurements on processes have been performed and documented;
- g) actions for continuous improvement have been implemented; and
- h) Documented information has been established as:
 - required by the reference standard;
 - deemed necessary by the Organization to ensure the effectiveness of the management.

3.1.2 Preliminary Enquiry.

When an enquiry is received from a prospective organization, ZABS shall provide an outline of the certification process and obtain information on your certification requirements. The organization is provided with a Request for Quotation (RFQ) form.

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3.1.2 Request for Quotation.

The RFQ form is designed to obtain complete information on the organization's certification requirements, and is the basis for the certification proposal. The RFQ should be submitted to the relevant certification office.

3.3.3 Certification Proposal. Upon receipt of the RFQ, ZABS shall prepare a no obligation detailed quotation or certification proposal covering the organisation's requirements. Once the organization has accepted the certification quotation and returned it to ZABS, the contract documents are then prepared. The proposal is valid for 90 days. Once the 90 days end, we will review the contract again and issue a new proposal if necessary.

3.3.4 Certification Agreement/Contract. The Certification Agreement, terms and conditions of business, these Rules, and the Specific Rules, where applicable, constitute the entire contract between ZABS and the organisation and is a legally binding document that details the services to be provided and the terms and conditions for provision of the services. The contract must be signed before any work can commence.

3.2 AUDIT PROGRAMME

ZABS operates a three-year certification cycle and the audit program is listed below:

- Year 1 Initial Audit (Stage 1 and Stage 2), and granting of certification
- Year 2 Surveillance audit 1
- Year 3 Surveillance audit 2
- Year 4 Recertification audit for renewal

Note:

The recertification audit is conducted in year 3 at least three months prior to the expiry of the current certificate.

3.3 AUDIT PLAN

The organization and ZABS shall agree the date for the initial audit and appoint the audit team. The organization shall be notified of the audit team in advance of the audit date and any objections to the audit team composition must be made known to ZABS.

The audit plan shall at least include or refer to the following:

- a) the audit objectives;
- b) the audit criteria;
- c) the audit scope, including identification of the organizational and functional units or processes to be audited;
- d) the dates and sites where the on-site audit activities will be conducted, including visits to temporary sites and remote auditing activities, where appropriate;
- e) the expected duration of on-site audit activities;
- f) the roles and responsibilities of the audit team members and accompanying persons, such as observers or interpreters.

3.3 INITIAL AUDIT

3.3.1 Visit Structure

The initial certification audit of a management system shall be conducted in two stages: stage 1 and stage 2.

A Stage 1 audit is conducted to evaluate the state of preparedness of the organization for certification, as well as a confirmation of the contractual arrangements, including definition of certification scope, and identifying the planning, logistics, sampling etc. that will be used during the Stage 2 visit.

A Stage 2 visit consists of an assessment of the implementation of the management system to confirm conformity with certification requirements such as the audit standard(s) and certification scope

3.3.2 Interval between Stage1 and Stage 2 audits

We recommend that the interval between Stage 1 and Stage 2 visits is a minimum of 4 weeks and but shall not exceed 6 months.

In planning the Stage 2 audit, we will consider your needs to resolve, before the Stage 2 visit, any areas of concern that may be identified during the Stage 1 audit. An interval less than 4 weeks may not provide you with adequate time to address all concerns from the Stage 1 audit.

Should this interval be longer than 6 months, then the Stage 1 audit will be repeated or at a minimum we may need to revisit some of the areas audited at the Stage 1 visit.

3.3.3 Stage 1 Audit – The Readiness Review

The Stage 1 audit will include:

- a) review the client's management system documented information;
- b) evaluate the client's site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for stage 2;
- c) review the client's status and understanding regarding requirements of the standard, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system;
- d) obtain necessary information regarding the scope of the management system, including:
 - i. the client's site(s);
 - ii. processes and equipment used;
 - iii. levels of controls established (particularly in case of multisite clients); and
 - iv. applicable statutory and regulatory requirements;
- e) review the allocation of resources for stage 2 and agree the details of stage 2 with the client;
- f) provide a focus for planning stage 2 by gaining a sufficient understanding of the client's
- g) management system and site operations in the context of the management system standard or other normative document;
- h) evaluate if the internal audits and management reviews are being planned and performed, and that the level of implementation of the management system substantiates that the organization is ready for stage 2.

ZABS will provide a stage 1 audit report outlining any shortfalls to enable immediate action prior to moving forward through the process. An itinerary for the stage 2 audit will also be forwarded to you at this stage.

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3.3.4 Stage 2 Audit – The Certification Audit

This stage is usually conducted several weeks after the stage 1 audit to ensure that the organization has sufficient time to implement any issues raised during the Stage 1 Audit findings.

The Stage 2 audit determines conformity to your documented system and the all requirements of the audit standard(s). In order to fully audit the agreed scope, it is necessary that the products and/or services included within the certification scope are in manufacture/process at the time of the audit. Should any product and/or service not be available for review during the audit, then these items will not be included in the scope of the certificate.

All audit conclusions are based on sampling of audit evidence to demonstrate effective implementation regarding requirements of the standard(s), in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system.

On conclusion of the audit the auditor will make a recommendation dependent on findings. This recommendation will reflect the level of findings identified during the audit.

3.3.5 Reporting

The Team Leader will issue an assessment report to the organization. If corrective action plan(s)/corrective action(s) from the stage 2 audit certification are not yet available, this will be a preliminary report based on the management system status at the end of audit.

The report is sufficiently detailed to clearly show the level of conformity of your management system with the scheme criteria. The report will contain a record of assessment findings, progress against the assessment plan, positive comments, and points of clarification or interpretation. We record non-conformities in a Nonconformity Report (NCR) form, and identify them as major nonconformity or minor nonconformity. These nonconformities are defined below.

3.3.6 Follow-up and Close Out of NCs

3.3.6.1 Major non-conformity is identified and is caused through a significant breakdown of system control, the certification decision will be deferred until corrective action has been taken. Major NC is also a circumstance in which direct impact on customer satisfaction without appropriate action by the organization is observed during the assessment or when legality and/ or certification integrity is at stake.

A major nonconformity negatively affects the capability of the management system to achieve product or service conformity. In other words, the absence of, or the failure to implement and maintain, one or more management system elements, or a situation which would, on the basis of the available objective evidence, raise significant doubt of the management to achieve:

- the management system requirements
- compliance with the applicable regulatory and statutory requirements
- achieving the management system objectives and planned arrangements

A major nonconformity can also be raised (on management responsibility and resource allocation) in the event of non-completion of the approved action plan of a minor nonconformity at the next scheduled on-site assessment.

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When a major nonconformity is issued during an assessment, the organization must provide ZABS with objective evidence of an investigation into causative factors, and the proposed corrective action plan (CAP) within the stipulated timeframe. The corrective action shall be implemented by the organization within the stipulated timeframe and evidence of this implementation shall be sent to the assessor (team leader).

Our assessor will plan a follow-up assessment within the stipulated time after the assessment, to review the corrective action and related objective evidence of implementation and determine its effectiveness, and approve the corrective action (CA).

The objective of the follow up assessment is to review the effectiveness of the correction and corrective action taken after the raising of a Major Nonconformity.

This follow-up includes the review of the documented root cause analysis by the company, actions taken and documented evaluation by the company for the effective close out of the non-conformity.

In cases where documentary evidence is sufficient to close out the major nonconformity, the assessor may decide to perform a desk review.

The completion of corrective actions might take more time depending on the potential severity of the major nonconformity and the amount of work necessary to eliminate the causative factors. In such cases the CAP shall include any temporary measures or controls necessary to mitigate the risk until the permanent corrective action is implemented.

In such cases, the major nonconformity can be downgraded by the assessor to a minor nonconformity.

A follow-up assessment shall be conducted to verify the permanent corrective action and to close the nonconformity.

Downgrading of a major nonconformity is not possible if the major is defined based on the event of non-completion of the approved action plan of a minor nonconformity.

Recommendation for certification is not possible when major nonconformities are not closed or downgraded to minors.

3.3.6.2 Minor non-conformity is nonconformity that does not affect the capability of the management system to achieve the system objectives and product/service conformity. In other words: a finding indicative of a weakness in the implemented and maintained system, which has not significantly impacted on the capability of the management system or put at risk the product/service, but needs to be addressed to assure the future capability of the system.

Minor non-conformity will not prevent recommendation for certification but may delay it, as planned action must be submitted to and reviewed by ZABS prior to the certification decision taking place. Follow up of minor non-conformities is usually by means of evaluation of documented evidence. Verification and closure of minor non-conformity will take place at the next routine surveillance visit.

3.5 GRANTING OF CERTIFICATION

3.5.1 Certificates are awarded to the organization when all assessment activities have been satisfactorily completed, the assessment Team Leader has recommended that certification is granted, any non-conformities raised during certification assessment are cleared and ZABS Certification has formally reviewed the assessment report and reached a certification decision in accordance with its procedures.

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3.5.2 Certificates are maintained and held in force subject to satisfactory completion of the requirements for maintenance of certification but remain the property of ZABS. Normally the certificates are valid for 3 years

3.5.3 Details of certified clients are listed on the website at: www.zabs.org.zm

4. MAINTAINING VALIDITY OF THE CERTIFICATE

4.1 The organisation must ensure its management system continues to comply with the Reference Standard or regulatory document.

4.2 The organisation must record any claims and the relative corrective action implemented and must make these records available to ZABS together with the corrective action taken to address the non conformities made during the periodic audits.

4.3 ZABS performs periodic audits on the management system in order to evaluate whether it remains compliant with the requirements of the reference standard, according to the methods described in Chapter 6.

4.4 ZABS also reserves the right to perform additional audits with respect to those established in the three-year programme, without notice, at the organisation:

- a) if it receives claims or reports, considered to be particularly significant, relative to the non-compliance of the management system with the requirements of the reference standard and of these Rules;
- b) in relation to changes taking place in the organisation;
- c) to organisations whose certification has been suspended.

ZABS shall exercise additional care in the assignment of the audit team because of the lack of opportunity for the organisation to object to audit team members.

If the organisation refuses without a justified reason, ZABS start the suspension/withdrawal certification process.

If ZABS considers the claims and reports to be justified, the cost of the supplementary audit will be charged to the organisation.

4.5 The validity of the certificate is confirmed following the successful outcome of the surveillance audit.

4.6 In the case of major non-conformities or minor non-conformities whose number in the opinion of the audit team is such as to impair the correct functioning of the system, the organisation will be subject to a supplementary audit within the time limits established by ZABS in relation to the importance of the non-conformities and, in any case, not more than six months after the end of the audit in order to check the effectiveness of corrections and of the proposed corrective action.

If the major non-conformities are not eliminated within the established times or if the minor non-conformities do not assure the supplied products/services satisfy customer requirements and applicable law, ZABS may suspend certification until these major non-conformities have been eliminated.

All costs relative to any supplementary audits deriving from shortcomings in the Management System will be charged to the organisation.

5. RECERTIFICATION

- 5.1 The purpose of the recertification audit is to confirm the continued conformity and effectiveness of the management system as a whole. ZABS contacts the certified client in time so that the recertification audit will be planned and conducted in due time to enable for timely renewal before the certificate expiry date.
- 5.2 The recertification audit of the management system is conducted every three years at the end of the certification cycle. The recertification audit shall be conducted at least three months before the of the certificate expiry date.
- 5.3 The recertification audit sets out to confirm continued conformity and effectiveness of the management system and is based on an audit conducted on-site, generally, using the same criteria as the stage 2 audit.
- 5.4 The recertification process must be successfully completed before the expiry date indicated on the certificate. This date cannot be extended by ZABS. Consequently, the recertification audit must be successfully conducted in sufficient time to allow ZABS to approve the recertification proposal and reissue the certificate within the above date.
- 5.5 If the organisation fails to abide by the above deadlines and does not obtain the reissued certificate within the date of expiry, the certificate must be considered as expired starting from the day after the date of expiry indicated on the certificate. Organisations intending to obtain certification following the expiry of the certificate must present a new application and, generally, repeat the entire initial certification procedure.
- 5.5 In the case of major non-conformities or minor non-conformities whose number in the opinion of the auditing team is such as to impair the correct functioning of the management system, the organisation must effectively implement the related corrections and corrective actions before the date of expiry of the certificate of conformity. This means that ZABS must perform the follow-up audit to verify the elimination of these non-conformities (major or minor) in sufficient time for the subsequent issue of the certificate.

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The auditing team may decide to perform the follow-up audit on site or on submitted documentary evidence, depending on the type of corrective action involved.

All costs related to any follow-up audits will be charged to the organisation.

- 5.6 Following the satisfactory completion of the recertification audit and the review of the management system audit results during the certification period and of any claims received from certification users, ZABS reissues the certificate of conformity.

6. MANAGEMENT OF CERTIFICATES OF CONFORMITY/CERTIFICATION MARKS

6.1 General

- 6.1.1 The Certification Mark is only be used once certification has been granted by the ZABS certification decision committee.
- 6.1.2 The Certification Mark granted by ZABS bears the relevant management systems certification, such as quality management system to ISO 9001:2015, food safety management system TO ISO 22000:2018, environmental management system to ISO 14001:2015

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- 6.1.3 On being issued with a Certificate, a certified organization shall have the right, subject to the Management System Certification Scheme's requirements, to proclaim certification by ZABS, and display the relevant Certificate as well as use of the Certification Mark
- 6.1.4 ZABS periodically conduct surveillance activities to assess and monitor the use of the Certification Mark and statements proclaiming certification. This is also done during scheduled audits
- 6.1.5 The Certified organization is required ensure that all personnel who may use the Certification Mark are informed of the prescriptions stated in this document.
- 6.1.5 Where the oorganisation is uncertain as to whether the manner in which it intends to use any of the certification precursors might be in breach of the requirements of this document, the oorganisation may submit to ZABS for a written request for assessment or approval.
- 6.2 The Certified organization is required to comply with the following:
- a) not use or permit the use of a certification document or any part thereof in a misleading manner,
 - b) upon suspension or withdrawal of its certification, discontinue its use of all advertising matter that contains a reference to certification, as directed by ZABS,
 - c) amend all advertising matter when the scope of certification has been reduced,
 - d) not allow reference to its management system certification to be used in such a way as to imply that ZABS certified a product (including service) or process,
 - e) not imply that the certification applies to activities that are outside the scope of certification, and
 - f) not use its certification in such a manner that would bring ZABS and/or certification system into disrepute and lose public trust.

6.2 Use of the Certificate

- 6.2.1 The use of the Certificate of is restricted to the scope of certification and the period of validity of the certification.
- 6.2.2 The Certificate and its annex are specific to the organization to which they have been issued, and the Certified organization shall not transfer any certification right nor give permission to a third party to use the Certificate of Registration.
- 6.2.3 The Certificate shall not be photocopied or in any way reproduced for the purposes of public display unless when produced in full colour and bearing all features of the original Certificate. When reproduced, for purposes other than public display, the copies shall at all times bear only the features of the original certificate.
- 6.2.4 The Certificate remains at all times the property of ZABS and shall immediately be surrendered to ZABS upon suspension, revocation, termination or annulment of the certification. Any copies of the Certificate of Registration to be destroyed or surrendered to ZABS.

6.3 Use of Certification Mark

- 6.3.1 A ZABS' certified organization is not allowed to use the ZABS Certification Mark in such a manner as to bring ZABS into disrepute and shall not make any statements regarding its management systems certification in a manner that ZABS may consider inaccurate and/or misleading.
- 6.3.2 A ZABS certified organization may use the ZABS Certification Mark only with its own Mark on its publications that may include advertising material, stationery, and literature (in any medium including electronic media and web sites) associated with or in respect to its scope of certification, subject to the conditions stated in the ZABS Management Systems Certification Scheme.
- 6.3.3 A certified organization may not place the ZABS Certification Mark in isolation of its own Mark and the size of the ZABS Certification Mark shall not exceed the size of the Certified Client's logo.
- 6.3.4 The ZABS Certification Mark is not to be used by a certified organization on any document unless the document relates in whole to the scope of certification of the organization under the ZABS Management Systems Certification Scheme. In instances where only part of the document relates to the scope of certification exclusions shall be explicitly stated;
- 6.3.5 The ZABS Certification Mark shall always be clearly visible and shall at all times be:
- a) in the original colour it was issued or monochrome (any single colour).
 - b) in a size which makes all features of the Certification Mark clearly readable,
 - c) without distortion of its dimensions and shape.
- 6.3.6 The certified organization may display the Certification Logo:
- a) on letterheads and stationery.
 - b) in advertising or promotional material.
 - c) on a panel or hoarding that identifies its premises or the nature of his business.
 - d) on a fleet vehicle or delivery vehicle, on condition that it is clear from such display that the certification mark relates to the subject of certification
- 6.3.7 A certified organization shall not use the Certification Mark on a product or product packaging as this may be interpreted as denoting product conformity.
- 6.3.8 A certified organization shall not use the Certification Mark on its laboratory test, calibration or inspection reports as such reports are deemed a product in this context.

6.4 Making Reference to the Certification

- 6.4.1 A certified organization may submit to ZABS for approval the way in which it proposes to use the certification mark or proposes to make reference to its certification, where the is doubt.
- 6.4.2 A certified organization may print the following wording provided the certified organization name is printed together with such wording: 'a ZABS XXX Certified Organization' where XXX is the code of the relevant management system standard fully quoted with the year of publication; and

6.4.3 No person may, claim or refer to the ZABS Management Systems Certification in an advertisement or other form of publicity, by giving the impression that the 'product' has been approved by ZABS or that the product is 'ZABS certified'.

6.5 DEALING WITH INCORRECT USE OF CERTIFICATE AND CERTIFICATION MARK

6.5.1 ZABS takes appropriate action to deal with incorrect and/or misleading use of the Certificate and the Certification Mark or any reference to the certification. The action(s) may include:

- a) a request for corrective actions established in respect and extent of the incorrect and/or misleading use of the mark
- b) suspension/termination of certification;
- c) publication of transgression; and
- d) if necessary legal action

6.5.2 Upon withdrawal of the certification, the organization shall, where applicable, recall any dispatched advertising materials and shall discontinue using the Mark on all its advertising matter that contains any reference thereto including on letterheads (in any medium, including electronic media and Web sites), and return any certification documents as required by ZABS.

Figure 1: Quality System Certification Mark



7. MODIFICATION OF CERTIFICATION AND COMMUNICATION OF CHANGES

7.1 ZABS provides information on certification requirements and specifics of the certification processes through this document, its website and through advertising and information materials.

7.2 ZABS may decide to disseminate information specific for the certification process for a particular geographic area through local partners.

7.3 In the case of changes to certification requirements (e.g., revisions to international standards, requirements from accreditation bodies), ZABS publishes on its website information for obtaining and maintaining certifications. ZABS informs directly or via its partners, each certified client in case of changes to certification requirements. The manner of communication depends on the magnitude and specificity of changes.

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- 7.4 Certified clients are required to inform ZABS without delay on internal changes that may affect the capability of the certified management system. These include, for example, changes to legal, commercial, organisational or ownership status; organisation and management (key personnel); locations; activities; major changes to processes.

8. SPECIAL REQUIREMENTS FOR MULTI-SITE ORGANISATIONS

- 8.1 In case of organisations with multiple locations, ZABS may apply sampling methods to the extent permitted by the applicable certification scheme.
- 8.2 Not all organisations having multiple locations are eligible for sampling; a series of criteria apply.
- 8.3 ZABS informs in advance the client organization about the possibility of using sampling.

9. TRANSFERS OF ACCREDITED CERTIFICATES

- 9.1 ZABS may accept the transfer of certifications issued under the accreditation of a body signatory of the Multilateral Recognition Arrangement IAF MLA.
- 9.2 Transfer of certification can be done at any time during the certification cycle.
- 9.3 Suspended or withdrawn certification cannot be subject to transfer.
- 9.4 The decision to accept or refuse a transfer is taken following a review.

10. SUSPENSION, REINSTATEMENT AND WITHDRAWAL OF CERTIFICATION

10.1 SUSPENSION AND REINSTATEMENT

10.1.1 The certification may be suspended if:

- a) the client's certified management system has persistently or seriously failed to meet certification requirements;
- b) the certified client does not allow surveillance or recertification audits to be conducted at the required frequencies according to the certification program;
- c) the certified client voluntarily requests the suspension;
- d) the certified client uses incorrectly the certificate(s) or the certification mark and does not implement corrective actions in time;
- e) the certified client does not inform ZABS on changes occurred that may affect the MS capability (those changes may refer to legal status, organizational aspects; ownership, management and key personnel, sites, activities, facilities).
- f) the certified client refuses to apply the changes operated by ZABS in its certification requirements at requested deadlines.

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g) the certified client delays payments beyond contractual agreements.

10.1.2 ZABS informs the client about its decision and the suspension period (that cannot exceed 6 months).

10.1.3 During suspension the certification is temporarily invalid.

10.1.4 The certification may be restored if the problems are resolved in a period that does not exceed the duration of suspension.

10.1.5 Failure to resolve the issues that resulted in the suspension will result in the withdrawal of certification or reduction to the certification scope.

10.2 WITDRAWAL OF CERTIFICATION

10.2.1 The management system certification can be withdrawn if:

- a) the certified client fails to resolve the issues that lead to the suspension of certification in due time;
- b) the certified client suspends its activity, is dissolved, is declared bankrupt or is found in another situation that does not allow him to operate;
- c) the certified client voluntarily requests the withdrawal of the certification.

10.2.2 After withdrawal the use of the certificate(s) and reference to certification are not permitted.

10.2.3 The withdrawal of certification does not cancel the outstanding financial obligations the client has towards ZABS, if any.

11. RENUNCIATION OF CERTIFICATION

11.1 A certified organisation may send formal communication of renunciation of certification to ZABS, before the expiry of the certificate, including the case in which the organisation does not wish to or cannot conform to new provisions established by ZABS.

11.2 Upon receipt of this communication, ZABS starts the procedure for invalidating the certificate.

11.3 Within one month from the date of the communication, ZABS updates the validity status of the certificate.

12. CONTRACTUAL CONDITIONS

For contract conditions, the contents of the current edition of R3100 Terms and Conditions of Business apply.