

## **SUSPENSION, CANCELLATION, REDUCTION AND REINSTATEMENT OF THE CERTIFICATION**

QMS Global may, at any time, cease consideration of an application, or cancel the registration of a company for failure to pay the fees and charges due according to the QMS Global payment terms in the contract. The decision to suspend, reduce the scope or cancel the registration will be sent to the company in writing and will be effective 14 days from the date of the communication.

QMS Global may, at any time, withdraw the registration of a company for:

- inability to maintain its Management System to the requirements of the relevant standard, or
- failure to rectify nonconformances to the relevant standard observed by a QMS auditor during the periodic monitoring of the Management System, or
- failure to notify QMS of the existence of new locations that fix or perform the work covered by the existing scope of the company, or
- failure to notify QMS within 28 days of a change of ownership of the company that results in a change of control of the company's interests, or
- attempts to deceive their clients about the position or source of a service within the scope of their certification, or
- the use of the registration or certification marks or devices of QMS has been made in a manner that will likely bring QMS to infamy, or
- becomes insolvent or declares bankruptcy, or if in the opinion of QMS the nature of their work has changed or will cease to market or if there is any change in business ownership that substantially affects the conditions under which the company was registered, or
- any act is performed, which in the opinion of QMS is contrary or detrimental to the objectives or reputation of QMS, or
- failure to inform QMS within 28 days of a known violation of legislation that has a direct effect on published registration
- the certified company has voluntarily requested a suspension.
- failure to confirm a follow-up audit for a period greater than 12 months.

Before deciding to withdraw a company's registration, the company will be informed in writing by traceable mail delivery of the intention to do so and the reason for this action. QMS Global will provide the company the opportunity to make the representation in writing to QMS within the first 14 days of the date of the registered message and will ensure that the consideration of such representation has been made prior to a final decision to withdraw not to withdraw the registration of the company.

A decision to withdraw the registration of a company must be notified in writing by mail or courier. The proposed transfer of registration of a company that is withdrawn will be noted negatively should QMS Global be contacted by another certification body. QMS Global will publish, on its website, the withdrawal of the Registration and the associated regulation(s) that was infringed.

QMS Global will reinstate the suspended certification if the issue that gave rise to the suspension has already been resolved. When the problems that led to the suspension are not resolved within the period established by the certification body, the scope of the certification must be withdrawn or reduced.