



PROCEDURE 010: WITHDRAWAL OR SUSPENSION OF CERTIFICATION

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SUBJECT:

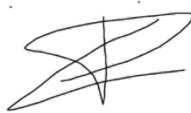
The purpose of this procedure is to describe the procedures for suspending and withdrawing a certificate.

UPSTREAM REFERENCE DOCUMENT :

Quality Manual: MAQ

SUMMARY :

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Index	Nature of evolution	Writing	Approval
A	Creation	Name: M. Gaschard Date: 27/07/2017	Name: A. Adalbert Date: 27/07/2017
B	Addition of decision sheet + update of AET timetable + scope reduction	Name: M. Gaschard Date: 25/11/2020	Name: A. Adalbert Date: 25/11/2020
C	External communication of certification changes	Name: M. Gaschard Date: 21/10/2021	Name: A. Adalbert Date: 21/10/2021
D	Detail the conditions for suspension, lifting of suspension, reduction and withdrawal of certification	Name: C.HAMMAMI Date: 16/09/2026 VISA: CH  Chaima HAMMAMI 2026.09.16 16:14:48 +02'00'	Name: P.CUILLERIER Date: 16/09/2026 VISA: PC 



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1. Conditions for suspension of certificate

A certificate issued by Aliénor Certification may be suspended. The suspension may take place at the request of the certified body

The suspension may take place by decision of the President following the specific observation:

- Failure to comply with contractually defined requirements relating to certification,
- Failure to comply with the provisions set out in the surveillance procedure,
- Deviations from the specific requirements set out in the certification,
- Failure to comply with regulatory requirements by certification,
- Following the outcome of the processing of a complaint.

Aliénor Certification shall inform the organisation owning the certified product in writing, with acknowledgement of receipt, **of the suspension of its certificate, the reason(s) for the suspension and the measures to be taken to reinstate the certificate**. This suspension will take effect on the date of the written notification.

At that time, the organisation owning the certified product must cease to rely on its certification and remove any communication relating to Aliénor Certification's certification that is subject to the suspension. Otherwise, failure to comply with these requirements will result in outright withdrawal.

2. Conditions for lifting certificate suspension

The suspension of a certificate may not last longer than 6 months. The suspension is lifted as soon as the certified body provides sufficient evidence of the deviations observed, **within 6 months of the suspension. Otherwise, Aliénor Certification withdraws the certificate**.

The president of Aliénor Certification is conducting an analysis of the evidence that will allow the suspension to be lifted.

3. Restriction of the Certification Scope

The certification reduction can involve the removal of a variant or an option.

The reduction of the scope of the certification may be made as a condition for the reinstatement of the certificate after suspension.

Aliénor Certification must decide on **the restriction** on the SUP EVAL-019 "Review and decision sheet" and update the SUP QUA 027 "Chrono attestation" table by indicating the reduction in the scope of the certificate concerned.

Aliénor Certification informs the organisation owning the certified product in writing, with acknowledgement of receipt, **that their scope of certification has been reduced**,
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the reason(s) for this reduction and any action required. The EU type-certificate will be updated by removing the object of the reduction. This reduction will take effect on the date of written notification to the certified organisation.

At that time, the customer must only use the reduced scope of certification and delete any communication relating to Aliénor Certification that is the subject of the reduction. Failure to do so may result in legal action.

4. Conditions for withdrawal of a certificate

A certificate issued by Aliénor Certification may be withdrawn **or terminated (at the request of the client)**. The withdrawal may take place by decision of the president following the observation of:

- Abandonment of the certificate or permanent cessation of activity,
- Repeated non-compliance with the requirements defined in the contract, relating to certification,
- Repeated deviations from the specific requirements targeted by the certification,
- Repeated non-compliance with the regulatory requirements covered by the certification,
- Failure to comply with the provisions set out in the monitoring procedure after the period of the monitoring period,
- Fraudulent use of the certificate, or fraudulent practice of its activity,
- Failure to carry out any activity in relation to the certificate issued for a period of more than one year,
- Failure to accept the contractually defined surveillance phases,
- Following the outcome of the processing of a complaint,
- Upon proof of a double certification, the certificate is withdrawn for the certification concerned, within one month of the identification of the double certification. In addition, Aliénor Certification informs the second body of the double certification identified.
- **Failure to implement the recovery actions by the client within 6 months of the suspension of the certificate.**

Aliénor Certification must make the decision to withdraw on the SUP EVAL-019 "Review and decision sheet" and update the SUP QUA 027 "Chrono attestation" table by indicating the withdrawal of the certificate concerned.

Aliénor Certification shall inform the organisation owning the certified product in writing, with acknowledgement of receipt, **of the withdrawal or termination of its certificate, of the reason(s) for such withdrawal or termination and of any action required.** Such withdrawal **or termination** shall take effect on the date of written notification to the certified organisation.

A certificate withdrawal cannot be reinstated; the customer will have to reapply for their product.



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Aliénor Certification will post a message on the CIRCABC website to inform other interested parties of any **refusal, termination**, withdrawal, suspension or restriction of certification.

At that time, the organisation owning the certified product must cease to rely on its certification and remove any communication relating to the certification of Aliénor Certification that is subject to withdrawal **or termination**. Otherwise, failure to comply with these requirements may result in legal proceedings.

5. Procedures for Appeal

The organisation owning the certified product may appeal these decisions under the conditions set out in procedure PRO-007 Complaints and Appeals.