



**INTERNATIONAL
BUSINESS
CERTIFICATION 102
PROCEDURE FOR
SUSPENSION AND
AGREEMENT
CANCELTATION**

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PROCEDURE FOR SUSPENSION AND AGREEMENT CANCELLATION

AIM AND OBJECTIVE

The aim of this procedure is to describe the steps that are carried out during the suspension and termination of the Agreement with INTERNATIONAL BUSINESS CERTIFICATION clients.

The objective of this procedure is to describe the steps that lead to the withdrawal, suspension or until termination of the Agreement.

SCOPE

Conformity audit system and the decision-making for certification.

RESPONSIBILITIES

Certification scheme manager.

If the client does not act according to the certification rules, INTERNATIONAL BUSINESS CERTIFICATION may take one of the following measures:

SUSPENSION of certification can be done in the following cases:

- In case there is any big changes in client's activities and / or processes up to on-site audit.
- in the case that INTERNATIONAL BUSINESS CERTIFICATION received any information from official institutions or the media about non-compliance relating to or directly connected with the activity / activities of the certified client, then INTERNATIONAL BUSINESS CERTIFICATION implements suspension until the completion of the investigation as to whether the information is accurate and until the moment when the non-compliance, if any, is removed.
- When the client fails to remove the non-conformities raised in the audit in agreed time frame.
- In case there is local authority complaint or notification.

The deadlines for the removal of non-conformities must not be longer than:

For large non-compliance - lack, failure or non-compliance of the whole standard point or failure to comply with standards or regulations or a serious threat to food safety - **90 days** from the date of initial audit and **60 days** from the surveillance.



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For a small nonconformity - partial non-performance of standard point - **28 days** when the certified client has voluntarily sought suspension of the certificate.

- If there is a change of subjects and scopes of application of the management system (scope of certification), and the client did not act in accordance with the procedure INTERNATIONAL BUSINESS CERTIFICATION 103 scope expansion and reducing.
- When a client performs untimely payment of certification services.
- In the case of certified client does not allow to carry out regular surveillance audits:
 - the INTERNATIONAL BUSINESS CERTIFICATION one before the expiry of one year from the date of the certification audit.
 - the second one before the expiry of two years from the certification audit. (\pm 30 days).
 - on the basis of complaints by third parties, client's users of products or other interested parties.

In the case of occurrence of conditions for the suspension, the decision taker shall decide on the suspension. The decision on the suspension is time limited to a **maximum of 3 months**. The notice shall be delivered to the customer within **3 working days**, stating the reason for taking such measures.

On basis of the notice of certification suspension, the Client implements corrective measures to eliminate the causes of nonconformities which caused the suspension of the certification, which reports INTERNATIONAL BUSINESS CERTIFICATION and submit relevant evidences.

Verification of implemented corrective measures, as a rule, is done on the client's place in a form of a complete additional audit.

In any of the above-mentioned case/reason INTERNATIONAL BUSINESS CERTIFICATION is required to change the status of the client from active to suspend on the website, and must state the reason for the suspension. The suspension is raised to a maximum period of **3 months**, provided that the client may request termination of suspension if the reason for suspension is removed.

Termination of the certification agreement shall be made in the following cases:

- INTERNATIONAL BUSINESS CERTIFICATION will terminate the certification agreement if, after **3 months** of suspension, the client does not eliminate the reason for the suspension completely. INTERNATIONAL BUSINESS CERTIFICATION will permanently cancel the certification and withdraw the certificate permanently.



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- If it happens that the client infringed on delivering accurate information to legal documents (eg. From the register of legal entities) and in general when it comes to accuracy and authenticity of data INTERNATIONAL BUSINESS CERTIFICATION will terminate the contract.
- When the client's management system and food safety has a constant and serious difficulties in meeting the requirements of the standard, including requirements for the effectiveness of the management system and food safety.
- In the case of abuse or misuse of certification and accreditation signs.
- In case of failure to eliminate the causes for which the client was suspended certification within the deadline set INTERNATIONAL BUSINESS CERTIFICATION, which may not be longer than **3 months**.
- When a client requests a voluntary withdrawal of certification and agreement cancelation.

During withdrawal of the certificate, the certificate holder is obliged to do not use any longer the INTERNATIONAL BUSINESS CERTIFICATION certification sign and to guarantee that the documentation which stands in relation to that will not be used. The certificate holder is obliged to return to INTERNATIONAL BUSINESS CERTIFICATION the certificate within 15 days from the date of the decision by the decision taker which is verified by the signature of the Director INTERNATIONAL BUSINESS CERTIFICATION. The notice shall be delivered to the client within 3 working days, stating the reason for taking such measures.

Information on suspended and canceled certificates are uploaded on the INTERNATIONAL BUSINESS CERTIFICATION website immediately and without delay, and is responsibility of the Quality Manager.

During the suspension period (3 months) certificates that are suspended are visible on the site INTERNATIONAL BUSINESS CERTIFICATION. After the expiry of this period, INTERNATIONAL BUSINESS CERTIFICATION withdraws information from the website, but they are still available on request. The same act in case the certification agreement is canceled. All certificates withdrawn due to termination of the certification agreement are visible on the site INTERNATIONAL BUSINESS CERTIFICATION for **3 months**, then are withdrawn from the site and the information about it remain available on request.

If there is a complaint from the client to this Decision shall be dealt with according to procedure M 100 Procedures for managing objections, appeals and discrepancies in interpretation.

RELATED DOCUMENTS

IBC/ 100 Procedure for certification



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INTERNATIONAL BUSINESS CERTIFICATION 103 Procedure for scope extension and reduction

INTERNATIONAL BUSINESS CERTIFICATION 06 Procedure for complaints, appeals, and customer feedback