

 IMQ GULF	IMQ GULF FZCO	No.	IMQG/PY/06
		Revision No.	02
		Date	03-04-2026
Policy Statement for Suspending, withdrawing, or reducing the scope of certification			

IMQ GULF FZCO, its Top Management, have a policy and documented procedure(s) for suspension, withdrawal, or reduction of the scope of certification, and specify the subsequent actions by the certification body.

1. Suspension of Certification and Reduction of Scope

Certification is suspended for up to six (6) months, should one or more of the following occur:

- The Client's certified management system has persistently or seriously failed to meet certification requirements, including requirements pertaining to the effectiveness of the management system across each of the certificated locations and sites.
- The Certified client does not allow surveillance or recertification audits to be conducted at the required frequencies.
- The certified Client has voluntarily requested a suspension.
- When major non-conformities are found during an audit and not resolved within a designated period.
- When minor non-conformities found during the audit are not closed as agreed.
- Failure to observe certification rules as agreed.
- Failure to pay certification or audit fees.

The suspension of the certificate is decided by the Certification Decision Maker(s)/ Certification Manager, and will be communicated to the organization in writing. **IMQ Gulf** may extend the period of suspension period, but only once, and then for a maximum of three (3) months, following the decision of the Certification Manager.

While under suspension, the Client's management system certification is temporarily invalid. The Certification Agreement with **IMQ Gulf** specifies that while under a notice of suspension Clients are not to promote/advertise its certification. Should a client fail to adhere to this contractual obligation, **IMQ Gulf** will issue a written warning prior to consideration of legal action. **IMQ Gulf** will consider the full raft of legal avenues, including publication of the suspension on it's website or via other media.

1.1 Scope Reduction: **IMQ Gulf** will also consider reducing the Client's scope of certification to exclude the parts not meeting the applicable requirements should a client persistently or seriously fail to adhere to the certification requirements for those elements of the scope.

Should a client fail to resolve the notified issues that led to the certification suspension within the agreed timeline, **IMQ Gulf** will withdraw, or reduce the scope of certification.

For IMS, if certification to one or more management system standard(s)/specification(s) is subject to suspension, reduction, or withdrawal the **IMQ Gulf** Certification Manager shall investigate the impact of this on the certification to other management system standard(s)/specification(s).

1.2 Removal of The Suspension Status of The Certificate

The suspension status will be removed by **IMQ Gulf** upon receipt of satisfactory evidence from the suspended organization stating and demonstrating that the notified issues and/or causes for suspension of their certificates have been addressed.

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Quality Manager	Managing Director		

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IMQ Gulf may conduct an audit on the organization, at the Client's expense, to confirm that the Client has addressed the concerns leading to suspension. The type, scope and duration of this audit will depend upon the reason for suspension, and the Client will be notified in writing prior to the audit in the normal manner. The suspension will be removed once **IMQ Gulf** has confirmed that issues of concern have been addressed; this will be communicated to the organization in writing.

IMQ Gulf will remove the certification should the assessment confirm that issues have not been addressed.

2.1 Withdrawal of Certification

The certificate will be withdrawn in the event of one or more of the following:

- At the request of the organization;
- Bankruptcy of the organization or termination of the activities in the scope of certificate;
- The incorporated body of the organization changes such that it impacts on the management system employed;
- The organization does not accept the suspension conditions;
- The organization does not address the reasons for suspension;
- The organization fails to provide permission for the audit until after the end of the suspension period;
- The follow up audit identifies that the necessary corrective action has not been taken;
- Misleading and unfair use of the certificate by the organization for products or services not included within the scope of the certificate;
- The organization is not at the certified site address;
- The organization fails to allow or facilitate timely surveillance audits.

If the Client organization does not apply for the follow-up audit within six (6) months following the suspension of the certificate, they may be allowed additional time of up to 3 months; else the certificate will be withdrawn. The **IMQ Gulf** Certification Manager will take the decision over extension, or withdrawal.

In cases where the certificate is withdrawn, the Client organization will be expected to comply with the requirements in the Certification Agreement to:

- Stop use of the **IMQ Gulf** certificate and logo;
- Cease trading on the benefits accrued through the scope of certification now withdrawn;
- Settle any unpaid certification and audit fees.

The Client organization will be expected to remove any associated logos from their correspondence and introductory material within one month following the withdrawal of the certificate, otherwise **IMQ Gulf** will:

- Inform the accreditation body and other certification organizations;
- Publicize that the former Client organization is trading on a certificate illegally, and violating the terms of their agreement with **IMQ Gulf** as their Certification Body;
- Consider taking legal action as appropriate in order to rectify or compensate for any damage, either physically or reputational, caused by the former Client's misuse.

Information relating to the issue, modification, rejection/refusal, suspension, re-instatement, and withdrawal of, or restrictions placed on, certificates, including action to be taken in the event of the **IMQ GULF** learning that the certification has been wrongly affixed to a product or any other reasons, be informed to relevant and

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competent authority such as EIAC, ENAS, GAC, MOIAT, GSO or SASO depending on the type or certification scheme.

3.1 Client Record Keeping

IMQ Gulf shall maintain Certificate of registration valid for minimum one year and maximum five years from the date of certification as specified in the Certificate.

IMQ Gulf shall maintain and retain the records of certified clients and previously certified clients for the duration of the current cycle plus one full certification cycle.

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