

Gitchia is committed to ensuring the impartiality, consistency, and integrity of its certification services. This policy has been established in accordance with the requirements of ISO/IEC 17021-1, PS 4992-2022 and other applicable standards.

Gitchia will suspend or withdraw the certification, or reduce in the scope of certification on the following ground by giving notice to the certified client.

THE CERTIFICATION IS SUSPENDED IF:

- The certified client has persistently or seriously failed to meet requirements of the management system in accordance with the standard, and it's the effectiveness in implementation;
- The certified client has not participated in the surveillance activities including on-site auditing at the required frequencies;
- The certified client has did not opted for renewal of certification or re-certification audit was not allow to conduct within time frame;
- The certified client has voluntarily requested a suspension.
- The certified client has not submitted corrections and corrective actions for any non-conformities (NC) within the stipulated time, and/or resulting pending of review and acceptance of minor NC, review, acceptance and verification of major NC due to delay in submission of report by the certified client;
- Violations of contract by the certified client including outstanding dues on services provided by the Gitchia;
- Incorrect/inappropriate use of certificate(s) and/or certification mark(s);
- Result of investigation conducted on a complaint against a certified client.

THE CERTIFICATION IS WITHDRAWN IF:

- Failure to resolve the issues that have resulted in suspension within the specified time frame;
- In case where reduction in scope has likely impact on the entire management system, reduction shall not be permitted and in that case, the certification is eventuality withdrawn.
- The certified client wishes to cancel and sends formal notification;
- The certified client ceases to exist as a legal entity in its form as certified;

THE SCOPE OF CERTIFICATION IS REDUCED IF:

- Failure to resolve those part(s) of issues that have resulted in suspension within the specified time frame;
- If part(s) of the scope of certification has persistently or seriously failed to meet the certification requirements.

Gitchia is dedicated to maintaining the impartiality of its certification activities and ensuring that decisions related to suspension, withdrawal, or reduction of scope are taken objectively and transparently.

This policy shall be reviewed annually or earlier, if necessary, to ensure alignment with applicable standards, regulatory requirements, and organizational objectives.

Policy Review Date: January 03, 2026



Chief Executive Officer