



ROYALCERT CERTIFICATION AND INSPECTION SERVICES INC.

SUSPENSION, WITHDRAWAL, SCOPE REDUCTION INSTRUCTION

1. Purpose and Scope

The purpose of this instruction is to define the principles of taking the decision to suspend, withdraw and narrow the scope by evaluating line with the information received from the Certification Committee

2. References

*GSTC Accreditation Manual V.3.1
ISO 17065 Standard*

3. Definitions

GSTC: Global Sustainable Tourism Council

4. Responsibilities

In the implementation of this instruction; the GSTC Technical Executive is responsible for receiving client's requests, the Certification Manager for Evaluation, Certification Committee is responsible for making the decisions

5. Application

5.1 Certificate Suspension

*The Certification Committee may decide to suspend by making an evaluation in line with the information received
Suspension information can come as follows*

- 1- Continuously or severe failure to meet certification requirements, including documented GSTC criteria system unraveling requirements*
- 2- Customer's refusal to carry out surveillance or certificate renewal audits at the specified frequency*
- 3- Failure of the customer to fulfil the contractual provisions (payment, use of logos etc.)*
- 4- Customer's request*

1. 15 days for step 1, cases 2 and 3; For the 4th case, the feedback made by the clients shall be received within 6 months and presented to the committee

1. For the 1st step 1st case, a follow-up audit shall be performed following the Stage 2 audit process. Audit results are presented to the committee

With the decision of the Certification Committee, the Suspension Withdrawal notification shall be sent to the customer by the GSTC Technical Manager

The certificate is temporarily invalid. This duration can not exceed 6 months. The client shall be notified in writing and removed from the list of certified companies. Suspension information shall be announced on www.royalcert.com

Failure to resolve issues within the given time will result in the withdrawal or reduction of certification

The decision to suspend the certificate is taken by the Certification Committee. RoyalCert shall notify in writing to the company that the document is suspended. The company shall stop the use of documents and trademarks as of the notification of the decision to suspend the certificate. The company shall return the documents and annexes to RoyalCert within 15 (fifteen) days. If the company does not return, the company shall be warned in writing. If the warning is not taken into account, legal action shall be carried out. If the company declares that it has lost its certificate, attachment or contract; the company shall be requested to notify RoyalCert of the published missing notice with a petition

If the certified firm cannot solve the problems within the given time, the certificate of the company shall be canceled by the certification committee or its scope shall be reduced

In case of receipt or cancellation of the document, the receipt of the company name certificate or the retention of the cancelled companies is transferred. The document is found during the suspension period

In case the certification is suspended, the organization must stop the use of logos and documents according to the Logo and Document Usage Instructions. In case of resolution of the issue resulting in suspension, the certification body removes the suspension of the document

5.2 Certificate Withdrawn and Scope Reduction /



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When a persistent and severe failure to meet the system requirements for a portion of the scope is demonstrated, the client's certification scope shall be reduced to exclude the portion that does not meet the requirements. It shall be submitted to the Certification Manager's approval with the decision of the Certification Committee

In case of withdrawal of the certificate, the company shall be notified in writing and removed from the list of certified companies. Suspension information shall be announced at www.royalcert.com

ROYALCERT certification granting, maintaining, extending or shrinking, suspension, withdrawal or rejection and the rules and certification services that provide information about the region/country that contains information "GBY Certification Guideline" is also defined. The organization whose certification has been withdrawn must apply again to receive services from our organization. The status of the organization whose certification has been suspended or withdrawn is made available on the ROYALCERT website

5.3 Multi-Site Clients Suspension

In the case that non-compliance with the GSTC criteria is detected at the head office or any other site of a client with multi-site certification, its certificate will be suspended in its entirety

5.4 Group Clients Suspension

Failure of a group manager and internal auditors to detect non-conformities shall lead to sanctions. Failure of group management to act on non-conformities and apply appropriate sanctions to group members shall also lead to suspension sanctions. Major non-conformities, when the SMS is not functioning or when there is a direct risk that services are not meeting the standards or that non-certified services are sold as certified, shall lead to suspension of the entire group's certification

PREPARED BY	APPROVED BY
MANAGEMENT REPRESENTATIVE	GENERAL MANAGER