



"I approve"
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M.B.

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"Procedure for granting, terminating, reducing, suspending or revoking a certificate"

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"Procedure for granting, terminating, reducing, suspending or revoking a certificate"

Scope of application

This document defines the procedure for making all decisions on granting, suspending, revoking and refusing certification, as well as on expanding or reducing the scope of certification in the OOSM.

General Provisions

The Head of the OOSM is responsible for all decisions regarding the granting, denial, suspension, revocation, and expansion/reduction of certification and its scope. The procedure includes an assessment of the sufficiency of the information provided by the OOSM audit team, an evaluation of the content of all audit reports and application documents, and a critical assessment of all risks.

All certification decisions are made with due regard for the principle of impartiality. Certification decisions are documented in protocols and stored in client files. To make a certification decision, auditors/inspectors must provide the Head of the Environmental Management System (EMS) with the following information:

- Audit report.
- Comments on the identified non-conformities and, if applicable, measures taken taken by the client to eliminate these discrepancies.
- Report on the analysis of information provided in the client's application documents.
- Confirmation that the audit objectives have been met.
- Recommendation regarding certification decisions, including special conditions and substitutions chaniya.

Issuance/refusal to issue a certificate

The Head of the OOSM analyzes all information, reports, and feedback provided by the OOSM auditors/inspectors. He/she critically evaluates this information for compliance with the client's certification standards, requirements, and regulations, applying critical analysis and knowledge of these standards, requirements, and regulations. After reviewing all the information provided, a decision is made.

After analyzing the results of the decision-making, the decision to issue/refuse to issue a Certificate is formalized in a protocol, and an official conclusion, including the decision and justification for this decision, is submitted to the Director of the TICS.

If the decision is negative, the Director of the TICS informs the Client of the decision and its justification. In this case, the certification process is completed at this stage.

If the decision is positive, the Director of the TICS informs the Client of the positive decision and prepares a Certificate.

Changes in the field of certification

In case the client wishes to expand/narrow the scope of certification, the acceptance procedure The decision to change the scope of certification is similar to the procedure for issuing/refusing to issue a certificate. After an official decision to change the scope of certification, changes are made as follows:



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One of the parties (the OOSM or the client) notifies the other party by mail and/or electronically, by mail about the desire or need to expand/narrow the scope of certification, explaining reasons for this.

The client is obliged to return the original issued certificate together with the OOSM appendix by mail within 5 (five) working days after the exchange of information on the expansion/narrowing of the certification scope.

After receiving the original certificate and the appendix, the OOSM issues a new certificate indicating the expanded/narrowed scope of product certification and sends the new original certificate and appendix to the client by mail.

If the certificate is issued in electronic form and changes are made to the document.

In order to distinguish revised documents from any previously obsolete documents, the new copy indicates the corresponding designations (name/number/version).

Upon receipt of the updated Certificate, the Client is obliged to update the Certification information in all resources accordingly and notify its personnel of changes to the Certified Products within 5 (five) business days. Failure to do so may result in suspension or revocation of the Certification.

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Suspension of a certificate

If any violations of the requirements are discovered during supervisory inspections or periodic document reviews, the decision-maker may suspend the issued Certificate until the non-compliance is resolved. In this case, the Client is prohibited from using the OOSM logo or certificate until the suspension is lifted. Suspension of the Certificate is carried out as follows:

The OOSM notifies the Client of the suspension of the Certificate and the conditions under which the suspension will be lifted by e-mail.

The OOSM may reduce the Client's certification scope by eliminating non-compliant portions if the Client has consistently or significantly failed to meet the certification requirements for those portions of the certification scope. Any such reduction must comply with the requirements of the standard used for certification.

In accordance with the Certification Agreement, the Client is obliged to immediately remove any information about the Certificate from any sources and immediately remove the OOSM sign from all of its products and return the original issued Certificate together with the OOSM Appendix by mail within 10 (ten) working days after receiving notification from the OOSM.

The suspension of the Certificate may not last longer than 3 (three) months. If the Client fails to correct the violations within this period, the Certificate will be revoked.

During the period of suspension of the Certificate, the Client is prohibited from selling any products or use any advertising materials indicating that the Client has a valid Certificate, as well as use copies of the Certificate or the OOSM mark by any means necessary. Failure to comply with these requirements may and will result in an appeal to the OOSM court.



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If the Client successfully corrects the violations and meets the requirements, an additional on-site assessment is conducted. If the audit results are satisfactory, the decision-maker decides to lift the suspension of the Certificate.

In this case, the original Certificate and its Appendix are sent back to the Client, the Client is allowed to use the OOSM mark on its products and post information about the Certification in publicly available resources.

Certificate revocation

If the client fails to correct the nonconformities within the certificate suspension period, or in the case of very serious violations of certification requirements, the issued certificate may be revoked by an official decision of the decision-maker (after reviewing all relevant information provided by the certification department). Certificate revocation is carried out in accordance with the following procedure:

- The OOSM notifies the client about the revocation of the certificate by mail and e-mail, indicating giving the reason for the recall.
- The Client is obliged to immediately remove any information about the certificate from any sources, immediately remove the OOSM mark from all of its products and documents and return the original issued certificate together with the OOSM appendix by mail within 10 (ten) business days after receiving notification from the OOSM.
- The client is immediately prohibited from using any advertising materials claiming to have a valid certificate or from using copies of the certificate or the OOSM mark in any way. Failure to comply with these requirements may result in a court challenge.
- In case of revocation of the Certificate, the cost of the Certificate will not be returned to the Client.
- If the Client succeeds in eliminating the violations and fulfilling the requirements, he must will start the certification process from the very beginning.
- At the request of any party, the OOSM is obliged to correctly indicate the certification status Client's activities: suspended, revoked or reduced.