

Certificate Issuance, Suspension & Withdrawal Procedure

DISCLAIMER:

The information contained in this document has been prepared exclusively for internal use by GCCLAB as per IMS-QHSE requirements. Since this document is confidential and proprietary to GCCLAB, third parties are not entitled to rely on it in any way. Regarding third parties, GCCLAB does not hold itself out as recommending the use of information contained herein or reliance thereon in any way without its prior approval and GCCLAB does not give any warranties on the information or suggestions herein contained. GCCLAB makes no representations or warranties as to the completeness of this document and DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED. By issuing these guidelines for internal use GCCLAB makes no undertaking and assumes no duty to any individual or business and do not assume any liability or responsibility for use or reliance on this document by third parties. The present document has been issued in English.

This document will expire after 3 Years from date of last modification as indicated below.

This document supersedes the following documents:

| Rev. | Date | Comments / Modified Items (Index Numbers) | Prepared By |
|------|------------|---|---------------|
| 00 | 27.04.2021 | 1 st Issuance | Ahmad AlAhmad |

| Rev. | Date | Comments / Modified Items (Index Numbers) | Prepared By | Approved By |
|------|------------|---|----------------|--------------------|
| 00 | 27.04.2021 | 1 st Issuance | Ahmad AlAhmad | Waleed Alfaris |
| 01 | 05.06.2022 | ISO 17024, ISO 17025, ISO 17065 | Ronnie Mapanoo | Mishari A. Qubaili |

| Current Revision | Prepared By | Reviewed By | Approved By |
|------------------|--------------------|----------------|--------------------|
| Name | Ahmad AlAhmad | Ahmad AlAhmad | Mishari A. Qubaili |
| Title | Sr QHSE Consultant | C&A Supervisor | QHSE Manager |

Certificate Issuance, Suspension & Withdrawal Procedure

1. PURPOSE:

The procedure describes the process of issuance, re-issuance, suspension & withdrawal of certificate based on the pre-determined certification requirements of the certification scheme administered by GCCLAB. To ensure the credibility and validity of the certificate and reduce the risk of fraudulence and demonstrate the integrity of process conformity assessment.

2. SCOPE AND IMPLEMENTATION:

This procedure covers issuance, suspension, and withdrawal all types of certifications and recertification of personnel, activities, products, and services facilitated by GCCLAB.

3. REFERENCES

| | | |
|----------------|---|--|
| ISO 14001:2015 | : | Environmental Management Systems |
| ISO 45001:2018 | : | Occupational Health and Safety Management Systems |
| ISO 17024:2012 | : | Conformity assessment — General requirements for bodies operating certification of persons |
| ISO 17025:2017 | : | General requirements for the competence of testing and calibration laboratories |
| ISO 17065:2012 | : | Conformity assessment — Requirements for bodies certifying products, processes, and services |
| IMS-GL-01 | : | Examination Guidelines |

4. ABBREVIATIONS AND DEFINITIONS

For the purposes of this document, the terms and definitions given in ISO/IEC 17000, 17024 and the following apply.

4.1 Certification Process: activities by which a certification body determines that a person fulfils certification requirements (3.3), including application, assessment, decision on certification, recertification, and use of certificates (3.5) and logos/marks

4.2 Certification Scheme: competence (3.6) and other requirements related to specific occupational or skilled categories of persons

NOTE For other requirements, see 8.3 and 8.4.

Certificate Issuance, Suspension & Withdrawal Procedure

4.3 Certification Requirements: set of specified requirements, including requirements of the scheme to be fulfilled to establish or maintain certification

4.4 Scheme Owner: organization responsible for developing and maintaining a certification scheme (3.2)

4.5 Certificate: document issued by a certification body under the provisions of this International Standard, indicating that the named person has fulfilled the certification requirements (3.3)

4.6 Competence: ability to apply knowledge and skills to achieve intended results qualification demonstrated education, training, and work experience, where applicable

4.7 Assessment: process that evaluates a person's fulfilment of the requirements of the certification scheme (3.2)

4.8 Examination: mechanism that is part of the assessment (3.8) which measures a candidate's (3.14) competence (3.6) by one or more means, such as written, oral, practical, and observational, as defined in the certification scheme (3.2)

4.9 Examiner: person competent to conduct and score an examination (3.9), where the examination requires professional judgement

4.10 Invigilator: person authorized by the certification body who administers or supervises an examination (3.9), but does not evaluate the competence (3.6) of the candidate (3.14)

NOTE Other terms for invigilator are proctor, test administrator, supervisor

4.11 Personnel: individuals, internal or external, of the certification body carrying out activities for the certification body

NOTE These include committee members and volunteers.

4.12 Applicant: person who has applied to be admitted into the certification process (3.1)

Certificate Issuance, Suspension & Withdrawal Procedure

4.13 Candidate: applicant (3.13) who has fulfilled specified prerequisites and has been admitted to the certification process (3.1)

4.14 Impartiality: presence of objectivity

NOTE 1 Objectivity means that conflicts of interest do not exist, or are resolved, so as not to adversely influence subsequent activities of the certification body.

NOTE 2 Other terms that are useful in conveying the element of impartiality are: independence, freedom from conflict of interests, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment, balance

4.15 Fairness: equal opportunity for success provided to each candidate (3.14) in the certification process (3.1)

4.16 Validity: evidence that the assessment (3.8) measures what it is intended to measure, as defined by the certification scheme (3.2)

NOTE In this international Standard, validity is also used in its adjective form "valid".

4.17 Reliability: indicator of the extent to which examination (3.9) scores are consistent across different examination times and locations, different examination forms and different examiners (3.10)

4.18 Appeal: request by applicant (3.13), candidate (3.14) or certified person for reconsideration of any decision made by the certification body related to her/his desired certification status

4.19 Complaint: expression of dissatisfaction, other than appeal (3.19), by any individual or organization to a certification body, relating to the activities of that body or a certified person, where a response is expected

NOTE Adapted from ISO/IEC 17000:2004, definition 6.5.

4.20 Interested Party: individual, group or organization affected by the performance of a certified person or the certification body

Certificate Issuance, Suspension & Withdrawal Procedure

EXAMPLES Certified person; user of the services of the certified person; employer of the certified person; consumer; governmental authority.

- 4.21 Surveillance: periodic monitoring, during the periods of certification, of a certified person's performance to ensure continued compliance with the certification scheme

5. RESPONSIBILITIES

5.1. Line Manager/Executive is responsible: to decide to certify or not a person. He/she run the final review of the certification process. Admin staff shall be in support for all routine activities. Nevertheless, the designated Line Manager is to ensure that the corresponding certificate is hand-over to the certified person. Retain document information is to keep for all decided certifications.

5.2. Director: is responsible for approval / authorization of certificates.

5.3. The Scheme Committee: is comprised of the Line Manager, the Technical Manager, and QHSE Manager. Additional experts may be selected and added as required. Collectively, they validate the assessment process and recommend the issuance, re-issuance, suspension, or withdrawal of related certificate.

5.4. The Decisions for certification and re-certification are always made by GCCLAB Certification Body and are never outsourced.

6. PROCEDURE

6.1 Issuance of Certificate

6.1.1 General Policy

GCCLAB Certification Body issues a certificate to each candidate once all requirements are complied. Recertification is required of each candidate once the active certification period has elapsed. Decisions for certification and re-certification are not outsourced.

6.2 All relevant application documents must be in order before a certificate can be issued. This includes application form, complete supporting documentation of pre-requirements, and documentation of the applicable passed exam(s).

6.3 Once GCCLAB Certification Body has determined that all requirements comply, only then will a certificate be issued. Certificates are printed on watermarked GCCLAB Certification Body certificate paper and are signed by the Scheme Committee members.

Certificate Issuance, Suspension & Withdrawal Procedure

6.4 All GCCLAB Certification Body certificates contain the following information at a minimum:

- a) The certificate includes the following information:
- b) Certified individual's name;
- c) GCCLAB unique number;
- d) Program name and grade of certification;
- e) Scope(s) of certification (if applicable).
- f) Date the certification was awarded;
- g) Date the certification expires; and
- h) Any related accreditation logos (if applicable).

6.5 The original certificate is issued with an accompanying letter (or ID Card). An accompanying letter (or ID Card) is issued at each recertification or annual instalment period and contains at a minimum:

- a) Certified individual's name;
- b) GCCLAB unique number;
- c) Program name and grade of certification;
- d) Date the certification expires; and
- e) Any related accreditation logos (if applicable).

NOTE: Certificates and ID cards are the property of GCCLAB and must be returned if certification is suspended or withdrawn

6.6 The Scheme Committee has the overall responsibility of establishing and maintaining a list of valid certificates. A current list of valid certificate holders is always available on the GCCLAB Certification Body website: <http://gcclab.com.sa/>.

6.7 Period of Validity and Re-certification

6.7.1 The period of validity of certificates varies between schemes but it is normally between three and five years. This is specified in each individual scheme description. Renewal of certificates is conducted in accordance with requirements specified in the individual scheme description. It is the responsibility of the certified person to ensure that requirements for recertification are satisfied. It is also the responsibility GCCLAB Certification Body to notify the certificate holders regarding the necessity of renewal at least six months prior to expiry date.

6.7.2 Recertification includes repetition of the certification steps, but the certified person is not required to repeat courses.

6.7.3 The decisions on re-certification are made by the same scheme that was responsible for the initial certification. The issuance of the renewed certificate follows the same steps as the issuance of the original certificate.

Certificate Issuance, Suspension & Withdrawal Procedure

6.8 Suspension & Withdrawal

6.8.1 General Policy

6.8.1.1 In the event the certified person does not honor the terms and conditions of the certification scheme during the range of validity, or if the person is held accountable for misuse, the certification will be suspended, and the certificate will be withdrawn. Decisions for suspension or withdrawal are not outsourced. Complaints regarding the certified person shall be submitted to GCCLAB Certification Body. The complaints shall be submitted in writing. A current Complaint Form with instructions is available on the GCCLAB Certification Body website: <http://gcclab.com.sa/>.

6.8.2 Suspending, Withdrawing, or Reducing the Scope of Certification

6.8.2.1 Once a complaint is received, it is handled as described in the Appeal & Complaint Procedure (IMS-PR-05).

6.8.2.2 If the complaint received is professionally reported, it shall be considered for review by the Scheme Committee. The result of this consideration shall be documented and sent to the certified person, as well, as to the complainant.

6.8.2.3 The Certified Person shall be informed about the complaint in writing via letter/email and, when applicable, the reason for the suspension/withdrawal.

6.8.2.4 Immediately after the decision of suspension or withdrawal is made, the Scheme Owner responsible shall ensure that the certified person is removed from the GCCLAB Certification Body Certified Persons List (CPL). In the above-mentioned letter, the certified person shall return the GCCLAB Certification Body certificate and immediately discontinue promotion of the certification.

6.8.2.5 The decision on whether the certificate should be suspended or withdrawn will depend on the severity of the violation/misuse.

6.8.2.6 In the case of suspension, a time frame shall be established GCCLAB Certification Body providing the certified person with the opportunity to resolve the issues that have led to the suspension. If the issues are not resolved, the certificate will be revoked.

7. RETAINED RECORDS

- 7.1 Certificate Register
- 7.2 Certified Person Register
- 7.3 Decided Certificates
- 7.4 Registered Complain

| | |
|------------|------------|
| Document # | IMS-PR-04 |
| Issue Date | 07.06.2022 |
| Rev. No. | 01 |

Certificate Issuance, Suspension & Withdrawal Procedure

8. ANNEXES

- | | |
|-------------------------------|-------------|
| 8.1 Certification Template | (IMS-FO-25) |
| 8.2 ID Card Template | (IMS-FO-26) |
| 8.3 Appeal & Complaint | (IMS-FO-27) |
| 8.4 Accompanied Letter | (IMS-FO-28) |
| 8.5 Certificate Register | (IMS-RE-02) |
| 8.6 Certified Person Register | (IMS-RE-03) |