



**MANAGEMENT OF CERTIFICATION DECISIONS,
ISSUE OF CERTIFICATION & USE OF LOGO AND
CERTIFICATION MARK PROCEDURE**

DOCUMENT CONTROL

DOCUMENT TITLE:	Management of certification decisions, issue of certification & use of logo and certification mark procedure
DOCUMENT NUMBER:	GTICS-PRO-004
VERSION NUMBER:	1
REVIEW DATE:	01/11/2025
NEXT REVIEW	01/05/2030
PREPARED BY:	GTICS

VERSION HISTORY

VERSION	DATE	AUTHOR	APPROVED BY	BRIEF DESCRIPTION OF CHANGES
1	01/11/2025	GTICS	Chief Executive Officer	First Version

CONTENTS

1. PURPOSE 4

2. RESPONSIBILITY 4

2.1 CERTIFICATION MANAGER 4

2.2 TECHNICAL & PLANNING ADMINISTRATION 4

2.3 AUDITORS AND AUDIT TEAM MEMBERS INCLUDING SUBCONTRACTORS 5

3. BASIS FOR CERTIFICATION DECISIONS 5

3.1 CERTIFICATION MAKING DECISION PROCESS 5

3.2 COMMUNICATION OF CERTIFICATION DECISIONS 6

4. SUSPENSION OF CERTIFICATION 6

4.1 SUSPENSION OF CERTIFICATION RESPONSIBILITIES 6

4.2 GROUNDS FOR SUSPENSION 7

4.3 SUSPENSION INITIATION AND DECISION 7

4.4 REINSTATEMENT OF CERTIFICATION POST SUSPENSION 8

4.5 REINSTATEMENT OF CERTIFICATION POST SUSPENSION 8

5. WITHDRAWAL OF CERTIFICATION 9

5.1 WITHDRAWAL OF CERTIFICATION RESPONSIBILITIES 9

5.2 WITHDRAWAL INITIATION 9

5.2.1 CLIENT-REQUESTED WITHDRAWAL 9

5.2.2 GTICS INITIATED WITHDRAWAL 9

5.3 WITHDRAWAL VERIFICATION AND DECISION 10

5.4 WITHDRAWAL NOTIFICATION AND COMMUNICATION 11

6. TRANSFER OF ACCREDITED CERTIFICATION 12

6.1 REQUEST FOR TRANSFER 12

6.2 VERIFICATION OF TRANSFER CAPABILITY 12

6.3 TRANSFER QUOTATION PREPARATION AND AGREEMENT 12

6.4 ENGAGEMENT WITH OUTGOING CERTIFICATION BODY 12

7. REDUCTION OF SCOPE 13

8. EXTENSION OF SCOPE 13

9. REFUSAL OF CERTIFICATION 14

10. TRANSITION OF CERTIFICATIONS 14

11. CERTIFICATION PREPARATION AND ISSUANCE 15

11.1 CERTIFICATE IDENTIFICATION..... 16

11.2 CERTIFICATE AMENDMENTS 16

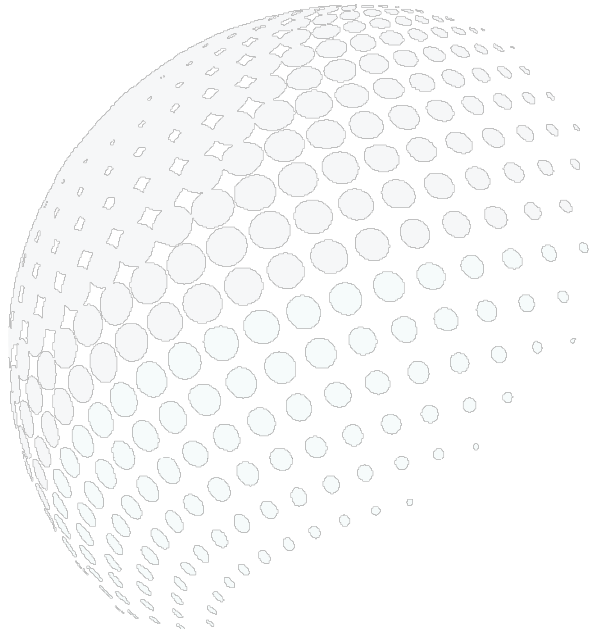
12. THE USE OF GTICS LOGO AND ACCREDITATION MARKS 18

12.1 RULES FOR USE OF THE GTICS CERTIFICATION MARK..... 18

12.1.1 GTICS GOVERNING USE OF CERTIFICATION AND ACCREDITATION MARK 19

12.2 USE OF ACCREDITATION BODY MARKS AND REFERENCE TO ACCREDITATION 23

12.2.1 CLIENT USE OF MARKS AND ACCREDITATION REFERENCE 24



1. PURPOSE

The purpose of this procedure is to define how GTICS, and where applicable its certified clients, may reference GTICS certification and use accreditation body marks or symbols in a controlled, accurate, and non-misleading manner. The purpose of the procedure is to ensure that all use of accreditation references and marks conforms with applicable accreditation body mark-use rules and written permissions, ISO/IEC 17021-1 requirements, and GTICS controls for approval, monitoring, and corrective action to protect the integrity of accredited certification.

This procedure applies to the use of accreditation references, marks following certification decisions relating to granting, maintaining, renewal, recertification, extension, reduction of scope, suspension, restoration, withdrawal, refusal, and transfer of accredited certification

2. RESPONSIBILITY

2.1 CERTIFICATION MANAGER

- Owns and enforces the rules for referencing accreditation and using accreditation body marks within GTICS certification activities.
- Approves or declines client requests to use accreditation references marks (or delegates administrative handling while retaining final accountability).
- Ensures accreditation references marks are only used for accredited certificates, within GTICS's accredited scope and IAF code scope.
- Authorises corrective actions, suspension, withdrawal actions (where misuse is persistent and reporting to the accreditation Body where required).
- Ensures personnel involved in approvals understand accreditation mark-use rules and that controls remain impartial (no commercial influence)

2.2 TECHNICAL & PLANNING ADMINISTRATION

- Maintains controlled templates for accredited certificates and ensures correct mark reproduction (format, proportions, wording, placement).
- Maintains the Certified Client Register and certificate status records that determine whether mark use is permitted.
- Receives, logs, and administers client requests for approval (artwork/screenshots/URLs), and retains approval evidence as controlled records.
- Performs first-level compliance checks against scope, certificate status, and published accreditation rules before escalating to the Certification Manager.
- Issues written approvals/rejections and tracks corrective actions and deadlines for misuse rectification.
- Maintains a register/log of approvals, misuse incidents, communications, and outcomes.

2.3 AUDITORS AND AUDIT TEAM MEMBERS INCLUDING SUBCONTRACTORS

- Verify correct client use of certification and accreditation references, marks during audits (surveillance, recertification, special visits, transfer checks).
- Record any misuse as a nonconformity (where applicable) and recommend required corrective actions.
- Escalate serious or systemic misuse immediately to the TPA & certification manager

3. BASIS FOR CERTIFICATION DECISIONS

All certification decisions must be based on an evaluation of the audit findings and evidence against the requirements of the relevant standard(s). The final certification decision shall be made by the certification manager who was not part of the audit team to ensure objectivity.

3.1 CERTIFICATION MAKING DECISION PROCESS

The appointed auditor conducts the audit (stage 1, stage 2, surveillance 1 or 2, recertification, transfer of certification, transition, migration, extension and reduction or scope) and submits a complete audit pack (report, nonconformities, client evidence, recommendation) to the technical and planning administrator. The technical and planning administrator performs a technical review of the audit pack to verify:

- The audit process conformed to process and procedures.
- The audit evidence is complete and supports the findings.
- The recommendation of the auditor is justified.
- Accreditation scope (if applicable)

Any deviations identified during the technical review shall be recorded and communicated to the appointed auditor. The appointed auditor shall respond to the deviation within 3 days and shall be submitted to the technical and planning administrator for review. Upon approval of the technical review, The certification manager makes one of the following decisions based on the reviewed evidence:

- Granting of certification
- Maintaining of certification
- Renewal of certification
- Extension of scope
- Reduction of scope
- Refusal of certification
- Suspension of certification
- Restoration of certification
- Withdrawal of certification
- Transfer of accredited certification

3.2 COMMUNICATION OF CERTIFICATION DECISIONS

The certification manager communicates the final decision on granting and maintaining certification to the technical and planning administrator. The technical and planning administrator would update the relevant system and complete relevant template, submit the audit report and request the sales and planning administrator to handover the certificate (if applicable).

If the certification manager makes any decision adverse to the client (refusal, suspension, withdrawal, reduction of scope), the certification manager must include the rationale for the decision and reference the client's right to appeal. The technical and planning administrator shall communicate this to the client once the certification manager makes the decision.

The technical and planning administrator, under the direction of the certification manager, updates the client's status in the certified client register and issues amended certificates as required.

The certification manager is responsible for ensuring that records of all certification decisions, including the audit pack, review notes, decision rationale, and communication, are maintained securely by the technical and planning administrator.

4. SUSPENSION OF CERTIFICATION

The purpose of this section is to define the process for the suspension of a client's certification. Suspension is a temporary invalidation of certification status, initiated to protect the integrity of the certification scheme when a client fails to meet specific requirements, while providing a defined timeframe for corrective action. This section of the procedure applies to all management system certifications granted by GTICS and is enacted when specific conditions, as outlined in the certification agreement, are not met. Suspension is a temporary withdrawal of the client's certification, rendering it invalid for the duration of 90 days.

4.1 SUSPENSION OF CERTIFICATION RESPONSIBILITIES

- a) Subcontractor auditors is tasked with providing audit report and evidence that leads to suspension or with performing verification audits to confirm the resolution of issues and reinstatement of certification.
- b) The technical and planning administrator is responsible for reviewing, initiating, updating status databases, logging all suspension actions, and managing official communications as directed by the certification manager.
- c) The certification manager is responsible for overseeing the suspension process and approving or declining suspension request. This includes verifying evidence, restoration or escalation to withdrawal.
- d) The sales and planning administrator is excluded from the technical decision-making process. Notified after the decision is final for client record updates. The role is strictly administrative and financial, with no access to influence audit evidence, audit packs, or final decisions.

4.2 GROUNDS FOR SUSPENSION

The grounds for initiating the suspension of certification upon confirmation of any of the following:
A certificate may be suspended by GTICS if a certified client:

- Persistently or seriously fails to meet certification requirements, including the effectiveness of the management system.
- Fails to allow surveillance or recertification audits at the required frequency.
- Does not close out non-conformances within the defined timeframe. (A maximum extension of 30 days may be granted by the Certification Manager).
- Does not submit evidence within the required timeframe when an extension is granted.
- Is unwilling or unable to maintain conformity with certification scheme requirements.
- Is involved in a serious incident (e.g., workplace accident) demonstrating failure to meet OH&S, EMS, or other certification scheme requirements.
- Has significant complaints raised about its performance under certification or misuse of certification.
- Poses a risk to consumer safety or public trust.
- Misuses certification marks or makes false or misleading certification claims.
- Requests voluntary suspension.

4.3 SUSPENSION INITIATION AND DECISION

- a) The technical and planning administrator, subcontractor auditor or certification manager identifies a situation that may warrant suspension. This can be based on an audit report, a client communication, a complaint, or other verified information.
- b) The technical and planning administrator gathers the evidence to confirm the grounds for suspension are valid and justified.
- c) The certification manager reviews the evidence provided to confirm the grounds for suspension are valid and justified. The decision to grant suspension shall be communicated to the technical and planning administrator.
- d) The technical and planning administrator shall prepare a suspension notification and shall communicate to the client and highlight the following:
 - The effective date of suspension.
 - The specific reasons for the suspension.
 - The actions required from the client to restore certification.
 - The time limit for completing these actions (maximum of 6 months).
 - A statement that the client must immediately cease use of all certification marks and references.
 - The potential consequence of withdrawal if the issues are not resolved within the stipulated timeframe.
 - Information on the client's right to appeal, referencing the appeals procedure.
- e) The subcontractor auditor verifies evidence through a desktop review or by coordinating with the technical and planning administrator to schedule a follow-up audit if needed.

- f) The subcontractor auditor can recommend if the certification suspension shall be lifted or withdrawn. Evidence would need to be submitted to the technical and planning administrator who will prepare a pack.
- g) The pack will be sent to the certification manager who will then review and stipulate if the suspension is lifted or if the certification is withdrawn.
- h) If approved, the technical and planning administrator issues a reinstatement notice to the client within 10 working days, and updates certificates are reissued if necessary. Certification records are updated to show reinstated status
- i) If corrective actions are not completed within the maximum suspension period (6 months), or if actions are ineffective, the Certification Manager initiates withdrawal of the certificate.
- j) The certification manager instructs the technical and planning administrator to:
 - Update the client's status to "Suspended" in the certified client register.
 - Remove the client from any public listings of certified organizations for the duration of the suspension.

4.4 REINSTATEMENT OF CERTIFICATION POST SUSPENSION

- a) The client must take reasonable steps to:
 - Settle all outstanding certification-related fees.
 - Cease all use of certification marks, logos, and references to certification.
 - Withdraw promotional materials, advertisements, and public references to certification.
 - Return certificates if formally requested by GTICS.
 - Notify customers or suppliers of suspension, if relevant.
 - Provide evidence of corrective actions within the agreed timeframe.
- b) The client must undertake the necessary corrective actions to address the causes of suspension and provide evidence of effectiveness to the subcontractor auditor.
- c) The subcontractor auditor shall review and recommend reinstating the certification. This shall be communicated to the technical and planning administrator. If necessary, a special verification audit by a subcontractor auditor will be conducted to confirm the resolution of issues. This audit may be off-site or on-site, as deemed necessary.
- d) The technical and planning administrator shall review the evidence and send the pack to the certification manager who shall review the evidence.
- e) If the certification manager is satisfied that the issues have been resolved, certification is reinstated.
- f) The technical and planning administrator shall communicate to the client regarding the reinstatement of the certificate. The technical and planning administrator updates the client's status back to "Certified" and reinstates them to public listings.

4.5 REINSTATEMENT OF CERTIFICATION POST SUSPENSION

- a) If the client fails to resolve the issues that led to suspension within the specified time limit, the certification manager shall initiate the withdrawal of certification.

The following records must be maintained if applicable:

- Evidence leading to the suspension.
- Records of correspondence with the client during the suspension period.
- Evidence of corrective actions submitted by the client.
- The report from any verification audit (if applicable).
- The decision to restore certification or to escalate to withdrawal

5. WITHDRAWAL OF CERTIFICATION

The termination of the client's certification, meaning the management system is no longer certified. The client must cease use of all certification and accreditation marks and logos and any reference to certified status by GTICS or make reference to the use of GTICS or accreditation body.

5.1 WITHDRAWAL OF CERTIFICATION RESPONSIBILITIES

- a) The certification manager is responsible for initiating, managing, and approving the withdrawal process, ensuring all steps are followed and documented.
- b) The subcontractor auditors may be tasked with providing evidence or performing a verification audit if required to confirm the grounds for withdrawal.
- c) The technical and planning administrator is responsible for updating status databases, logging actions, and managing official communications as directed by the Certification Manager.
- d) The sales and planning administrator is excluded from the process to maintain impartiality. Notified only after the decision is final for client record updates.
- e) The chief executive officer is informed of significant withdrawals, particularly those that may involve appeals or reputational risk.

5.2 WITHDRAWAL INITIATION

Withdrawal can be initiated under two primary circumstances:

5.2.1 CLIENT-REQUESTED WITHDRAWAL

- A client may submit a formal written request to withdraw from the certification scheme.
- The administrator or relevant GTICS personnel acknowledge receipt of the request and confirm the client's intent.

5.2.2 GTICS INITIATED WITHDRAWAL

- a) The technical and planning administrator shall initiate withdrawal proceedings upon instruction from the certification manager upon confirmation of any of the following grounds:
 - Failure to address concerns, non-conformances during the suspension period
 - A serious breach of the certification agreement (e.g., misuse of the certificate or logo, providing false information).
 - Failure to allow mandatory surveillance or recertification audits to be conducted.
 - Significant changes to the management system or organization that invalidate the certification without seeking re-assessment.
 - The client ceases to exist.

The certification manager **can grant concessions** to certified clients on the following grounds:

- Natural Disasters: A fire or flood makes the client's site inaccessible.
- Major Public Crisis: A pandemic or official government lockdown prevents travel or on-site access.
- Severe Extraordinary Events: Sudden, unprecedented events that genuinely prevent the audit from occurring as scheduled.
- A concession may be granted to extend the audit cycle (e.g., postpone a surveillance audit) for a short, defined period due to force majeure or circumstances beyond the client's control. The certified client must submit a formal, written request for a concession, detailing the reasons and justification. The certification manager shall review the request based on the grounds on which concessions may be granted.
- Failure to schedule audits by GTICS administrator and notification sent to client, a concession may be granted for a time frame of 30 days.
- Concessions are applied consistently to all clients under the same conditions, with documented justification.
- No waivers shall be granted to any certified clients
- The certification manager under no circumstances shall grant concessions that compromise the standard's requirements or the certification's integrity. These are absolute prohibitions.
- Waiving Requirements of the Standard: GTICS cannot grant a concession that excuses a client from meeting any requirement of the ISO standard itself (e.g., allowing a company to not conduct management reviews, to not have a quality policy, or to not address a major nonconformity).
- Reducing Audit Time Inappropriately: A concession cannot be granted to significantly reduce the mandated audit duration (man-days) without justification. Reductions can only be made based on considering factors like client size, complexity, and performance not for client convenience or cost-saving.
- Overriding Certification Decisions: A concession cannot be used to overturn a valid certification decision (e.g., refusing to suspend a certificate despite an unresolved major nonconformity).
- Commercial or Convenience Reasons: A concession cannot be granted for reasons of client convenience, financial hardship, or commercial pressure. These are not valid justifications.

5.3 WITHDRAWAL VERIFICATION AND DECISION

- a) The technical and planning administrator shall compile the relevant evidence supporting the grounds for withdrawal. This may include:
 - Audit reports and nonconformity records.
 - Records of correspondence and deadlines.
 - The client's written request for withdrawal.
 - A report from the auditor if a verification audit was necessary.
- b) The technical and planning administrator shall submit this to the certification manager.
- c) The Certification Manager shall review the evidence to confirm that withdrawal is justified and conforms to this procedure.

- d) A formal decision to withdraw certification is made by the certification manager and is recorded.

5.4 WITHDRAWAL NOTIFICATION AND COMMUNICATION

- a) The technical and planning administrator shall prepare and send a withdrawal notice to the client via traceable mail. The notice must include:
- The effective date of withdrawal.
 - The specific reasons for the decision.
 - Reference to the relevant clause of the certification agreement.
 - A requirement for the client to immediately cease using all certification marks and references.
 - Information on the client's right to appeal, referencing the Appeals Procedure.
- b) The Certification Manager instructs the Technical and Planning Administrator to:
- Update the client's status to "Withdrawn" in the client register.
 - Remove the client from any public listings of certified organizations.
- c) The sales and planning administrator is informed to update the client's commercial status.
- d) The technical and planning Administrator shall archive the client's certification folder, marking it "WITHDRAWN" and ensuring the complete evidence trail for the decision is retained.
- e) GTICS may choose to publish the fact of withdrawal, in accordance with its legal and contractual obligations and its rules for publication.
- f) The following records must be maintained for the required retention period:
- The client's written withdrawal request (if applicable).
 - All evidence leading to a GTICS-initiated withdrawal (if applicable).
 - Records of the decision-making process.
 - A copy of the withdrawal notice sent to the client

6. TRANSFER OF ACCREDITED CERTIFICATION

6.1 REQUEST FOR TRANSFER

- a) The client intending to transfer their accredited certificate to GTICS shall notify GTICS in writing of their intention and submit a copy of the current accredited certificate. The client shall request a quotation from GTICS. At this stage, the sales, technical and planning administrators or certification manager shall inform the client of the applicable rules for certificate transfer, including:
- Clients transferring after Stage 1 with their outgoing certification body shall commence again with Stage 1 under GTICS.
 - All non-conformances (NCs) raised by the outgoing certification body during Stage 2, Surveillance 1, Surveillance 2, or Recertification must be fully closed.
 - The client's audit cycle must be up to date.
 - The existing certificate must be valid, not suspended, not withdrawn, and not under review for suspension or withdrawal.
 - The outgoing certification body must have been accredited for the relevant scope at the time of the client's last audit.
 - No unresolved significant complaints, legal matters, or regulatory non-compliances shall exist.

6.2 VERIFICATION OF TRANSFER CAPABILITY

- a) Upon receiving the client's notification, the technical and planning administrator shall verify the following:
- GTICS holds accreditation for the relevant scheme and IAF codes.
 - GTICS's accredited scope is within its accreditation body's MLA scope.
 - GTICS has competent resources to provide certification services for the scope requested.
- b) If the required accreditation or resources are not available, GTICS shall inform the client that the transfer cannot proceed.

6.3 TRANSFER QUOTATION PREPARATION AND AGREEMENT

- a) Once the verification is complete, the sales and planning administrator shall prepare a formal quotation for the client and if the client accepts the quotation, GTICS shall initiate the transfer process.

6.4 ENGAGEMENT WITH OUTGOING CERTIFICATION BODY

- a) The technical and planning administrator shall liaise directly with the outgoing certification body to request:
- Written confirmation that its accredited scope falls within its accreditation body's MLA scope.
 - A copy of the valid certificate.
 - Evidence of accreditation for the audit scope on the certificate.
 - Confirmation that the certificate has been removed from all relevant websites and electronic platforms.
 - The last three audit reports from the current audit cycle.

- Evidence that the audit cycle was maintained.
 - Evidence that all major NCs were closed (corrections and corrective actions).
 - Evidence that all minor NCs were addressed (corrections closed and corrective action plans accepted)
- b) The certification manager shall review documentation and evidence received.
- c) The review shall determine whether:
- The certificate is eligible for transfer.
 - All NCs and outstanding issues have been properly addressed.
 - A site visit is required prior to issuing a GTICS certificate.
- d) The certification manager shall make the final certification decision based on the review, If approved, GTICS shall issue the client with a GTICS certificate.
- e) The technical and planning administrator shall update all relevant platforms and databases with the new client certification details.
- f) The client's audit cycle shall continue as scheduled for future surveillance or recertification audits.

7. REDUCTION OF SCOPE

- a) If during surveillance audits, it is found that the organisation is not covering all items of the scope, certification will be amended. (E.g., design was part of scope and now the organisation has no design control) or an operational process ceases to exist.
- b) If during surveillance audits it is found that the organisation is not covering all the requirements of the standards as per the initial certification, certification will be amended to cover only the standards to be audited.
- c) This final decision is taken by the certification manager who would communicate the information to the technical and planning administrator who will then communicate this decision to the certified organisation.
- d) The organisation will be given an opportunity to lodge an appeal.

8. EXTENSION OF SCOPE

- a) The client submits a request for an extension of scope to their existing certification. The sales and planning administrator receives the request.
- b) The sales and planning administrator prepares a proposal for the extension of scope, and the proposal includes timelines, cost implications, and audit requirements.
- c) The proposal is submitted to the certification manager for review and approval before sending to the client.
- d) The certification manager reviews the proposal and once approved, the proposal is sent to the client for confirmation.
- e) The sales and planning administrator liaises with the client to confirm acceptance of the proposal and secure payment, and payment confirmation is logged and shared with the technical and planning administrator.
- f) The technical and planning administrator determines the audit activities required for the extension of scope. The administrator liaises with subcontractor auditors to check availability and competence

for the required scope and audit dates are confirmed with the client, and an audit plan is communicated.

- g) The subcontractor auditor performs the audit, assessing the client's management system against the additional scope and the auditor collects evidence and records findings, including recommendations regarding the extension
- h) The Subcontractor Auditor prepares and submits the audit report and recommendations, and the technical and planning administrator reviews the audit pack. The subcontractor auditors have no decision-making authority, only evidence provision and GTICS monitors auditor impartiality through contract terms and conflict-of-interest declarations.
- i) The technical and planning administrator submits the reviewed audit pack to the certification manager.
- j) The Certification Manager performs an independent review to ensure impartiality and make the final decision. The Certification Manager decides whether to grant, refuse, or request the technical and planning administrator to provide more information in the pack before granting the extension of scope. If approved, the Certification Manager authorises the updated certificate reflecting the extended scope and the sales and planning administrator issues and hands over the updated certificate to the client or it is couriered to client.
- k) The technical and planning administrator shall update all databases.

9. REFUSAL OF CERTIFICATION

- a) The certification manager may deny certification to a client when fundamental or demonstrated reasons exist, such as:
 - Illegal activities,
 - History of repeated non-conformities with the certification requirements and similar issues.
- b) GTICS as a certification body shall not be obliged to enter into or maintain any commercial relationship with any entity or issue or maintain a certificate previously issued to any entity whose activities conflict with the obligations of GTICS as certification body.
- c) This is to apply where in the sole opinion of GTICS that relationship would reflect badly on the reputation of GTICS.
- d) This is to apply notwithstanding the requirements of ISO/IEC 17021.

10. TRANSITION OF CERTIFICATIONS

- a) Upon release of a revised or new standard, the Certification Manager reviews transition requirements as published by the relevant Standard Body and Accreditation Body and the certification manager communicates transition timelines and requirements to all certified clients within 90 days of official release.
- b) The Technical and Planning Administrator updates the audit program to incorporate transition requirements and a proposal for transition audits is prepared for each client, outlining audit duration, scope, and timelines. Clients are required to confirm acceptance of transition plans when receiving the proposal.
- c) Transition audits shall be completed within the timeframe set by the Accreditation Body (e.g., usually within 3 years of standard publication). Transition assessments may be, integrated into scheduled surveillance or recertification audits, or conducted as a standalone audit.

Nonconformities raised during a transition audit must be closed. The lead auditor or audit team evaluates conformance with the new or revised requirements and records findings in the audit report. Any nonconformities identified must be closed

- d) Once transition requirements are confirmed as met, the Certification Manager approves the certification decision. A new certificate is issued reflecting the revised standard. The certificate retains the original validity period unless otherwise dictated by the transition rules.
- e) Clients who fail to transition within the required timeframe are subject to suspension of their certification. If transition is not completed within the suspension period, certification will be withdrawn.

11. CERTIFICATION PREPARATION AND ISSUANCE

- After the certification manager makes a certification decision relating to initial, recert and transfer or transitions, the technical and planning administrator drafts the certificate. The draft certificate must include:
 - Certificate number,
 - Client name and address,
 - Standard(s) certified against,
 - Scope of certification,
 - IAF codes
 - Issue date and expiry date,
 - Reference to GTICS accreditation details (if applicable),
 - Any conditions or limitations (if applicable).
- The Technical and Planning Administrator verifies that, all nonconformities have been closed, certificate details match the audit decision and client records, and the correct certificate template is used.
- The draft certificate is submitted to the Certification Manager for review. The Certification Manager confirms that, certificate details aligns with the certification decision, the correct audit cycle is applied and accreditation requirements are met.
- If correct, the certification manager authorises and approves or signs the certificate. If not, it is returned to the technical and planning administrator for correction. The certificate may be provided to the CEO for signature
- The authorised certificate is returned to the technical and planning administrator for issue to the client. The technical and planning administrator may coordinate with the sales and planning administrator for the delivery of the certificate with supporting documents, which include:
 - Logo usage rules,
 - A cover letter,
- This can also be emailed, delivered or couriered to the client

- The technical and planning administrator files a copy of the signed certificate and related records (audit pack, review notes, approval decision) in the client's certification folder.
- Electronic copies are stored in the GTICS certification database for traceability.
- The client's details and status are updated in the Certified Client Register.
- GTICS shall issue management system certificates only for **initial certification, transfer of accredited certification, and recertification/renewal**.
- Certificates shall **not** be issued for surveillance audits; surveillance activities confirm continued validity of certification and are reflected in the audit programme, certification file, and certified client register.

11.1 CERTIFICATE IDENTIFICATION

- a) Each issued certificate shall be allocated a unique certificate number in the following standard format: **GTICS#####[STD]-[TYPE]**, where **GTICS** is the certification body identifier, **#####** is a six-digit unique number or alphabet, **[STD]** is the standard code (e.g., **QA** = ISO 9001, **EM** = ISO 14001, **HS** = ISO 45001, **IS** = ISO/IEC 27001), and **[TYPE]** denotes the certificate issue type (**IN** = Initial, **TR** = Transfer, **RC** = Recertification/Renewal).
- b) Where a certificate must be re-issued due to an administrative or scope-related amendment (e.g., company name change, address change, correction, or approved scope wording update) and it is not a new certification event, the certificate number shall retain the original identifier and be controlled using a revision suffix (**-REV1, -REV2, etc.**).
- c) The certificate shall display the **initial certification date** (where applicable) and the **current certificate issue date**, and all issued certificates and revisions shall be recorded and retained as controlled records in the client certification file and the certified client register for full traceability.

11.2 CERTIFICATE AMENDMENTS

- a) If a client requests changes (e.g., company name, location, ownership), the Certification Manager reviews the request. Evidence (such as registration documents) must be submitted by the client. The Certification Manager determines if a special audit is required and a revised certificate is prepared, reviewed, signed, and issued following the same process as above. **Figure 1 below is a sample of a certificate issued to a client:**



Certification decisions are made by the Certification Manager or CEO, independent of audits and sales activities and the Sales and Planning Administrator is excluded from technical review and decision-making, and all issued certificates are logged and traceable through the GTICS register. GTICS shall ensure that all persons assigned to make certification decisions are either employed by GTICS or are under a legally enforceable arrangement with GTICS.

12. THE USE OF GTICS LOGO AND ACCREDITATION MARKS

The purpose of this section is to define the rules and responsibilities for the use of GTICS certification marks and logos by certified clients, ensuring that use is accurate, not misleading, and compliant with accreditation and ISO/IEC 17021-1 requirements. This section relates to the use and application of GTICS Logos and applies to all certified clients of GTICS who are authorised to use the GTICS certification mark, including situations involving single-site, multi-site, and integrated management system certifications. GTICS is responsible for:

- Granting, suspending, or withdrawing permission to use the certification mark.
- Monitoring the use of certification marks during surveillance and recertification audits.
- Taking corrective action in cases of misuse.

Clients are responsible for:

- Using the certification mark in accordance with this procedure.
- Ensuring that certification marks are not misleading to stakeholders.
- Correcting any misuse immediately upon notification from GTICS.

Authorization to Use

- A client may only use the GTICS certification mark once certification has been formally granted and a valid certificate has been issued.
- Permission to use the certification mark ends immediately upon suspension, withdrawal, or expiration of certification.

12.1 RULES FOR USE OF THE GTICS CERTIFICATION MARK

- a) The certification mark must always be used in its approved format, colors, and proportions.
- b) The mark must not be altered, distorted, or combined with other graphics that change its meaning.
- c) The certification mark may only be used in connection with the scope of certification granted to the client.
- d) The mark must not imply certification of activities, products, or services outside the certified scope.
- e) The certification mark must not be used on products, packaging, or in any way that implies product certification.
- f) The mark must not be displayed on laboratory test reports, calibration certificates, or inspection reports.
- g) The mark must not be used in a manner that suggests GTICS has approved or endorsed a product or service.
- h) The marks may be used on Stationery, business cards, brochures, websites, advertising materials, and promotional items, internal documents and presentations related to certified management systems.
- i) For multi-site certifications, the client may only use the certification mark if the site(s) referred to are within the certified scope.
- j) For integrated management system certifications, the mark must be used in a way that does not misrepresent the standards covered by certification.

- k) For multi-site certifications, the client may only use the certification mark if the site(s) referred to are within the certified scope.
- l) For integrated management system certifications, the mark must be used in a way that does not misrepresent the standards covered by certification.
- m) GTICS auditors verify correct use of certification marks during surveillance and recertification audits.
- n) Any instances of misuse are recorded as nonconformities and require corrective action by the client.
- o) If misuse is identified, GTICS will notify the client in writing and request immediate correction.
- p) GTICS may:
 - Require removal of incorrect materials.
 - Suspend or withdraw certification.
 - Take legal action if misuse damages GTICS's reputation or misleads the public
- q) Certified clients are required to:
 - Use the certification mark only after certification has been granted.
 - Prevent any misleading or ambiguous use of the certification mark in relation to uncertified products, services, or sites.
 - Withdraw use of the certification mark immediately upon suspension, withdrawal, or termination of certification.
 - Cooperate with GTICS in resolving any misuse issues promptly.
- r) The client shall observe all requirements made by GTICS from time to time as to colour, size and representation on the stationery and publicity materials related thereto and obtain the prior written approval of the GTICS Body in relation to these matters should a deviation be required.

12.1.1 GTICS GOVERNING USE OF CERTIFICATION AND ACCREDITATION MARK

- a) GTICS issues marks corresponding to the relevant standard for which approval has been given, by way of a certificate of registration. The certification mark used must correspond to the standard against which the company has been audited and achieved registration **NOTE:** Any misuse of marks may result in withdrawal of certificates.
- b) To ensure that the correct markings are used the following rules shall be observed by all companies who receive certification through GTICS, and the client specifically agrees to :
- c) To comply with the relevant provisions of the certification scheme.
- d) To make claims regarding certification only with respect to the scope for which certification has been granted.
- e) Not to use the certification in such a manner as to bring the certification body into disrepute, and not to make any statement regarding the certification which the certification body considers misleading or unauthorized.
- f) To discontinue the use of all claims to certification that contain any reference to GTICS or certification upon suspension or withdrawal of certification, and to return any certificates issued by GTICS.

- g) Not to use the certificate in a misleading manner.
- h) It will not alter the GTICS Logos in any way.
- i) It will only use the GTICS Logos on its stationery and publicity material.
- j) It will use the GTICS Logo only in relation to the scope of registration.
- k) The marks shall be displayed only in the appropriate form, size and colour

CERT LOGO MARKS COLOUR PALETTE



ISO SHIELD PLACEMENTS



A - Front door B - Side panel of truck C - Back of the truck.

ISO SHIELD USAGE



DO NOT:

- ✘ Stretch the shield
- ✘ Tilt the shield in an angle
- ✘ Change the colour of the shield

Colour Palette

	<p><u>Colour Name</u></p> <p>HEX: # 1 B 3 4 4 3</p>
	<p><u>Colour Name</u></p> <p>HEX: # 1 4 a 2 9 a</p>
	<p><u>Colour Name</u></p> <p>HEX: # 3 d c 4 9 e</p>

Colour Hierarchy

100%	80%	60%	40%
100%	80%	60%	40%
100%	80%	60%	40%

LOGO DON'TS

Logo Background Colour Version

Do not distort the logo

No stretching, squeezing, warping, or rotating.

Do not change the logo colours

Only use approved brand colours. Avoid gradients, tints, or random colour combinations.

Do not alter the logo elements

Do not modify, redraw, or replace the symbol or typeface. Do not change the spacing between the letters or icon.

Do not add effects

Avoid shadows, glows, bevels, outlines, or 3D effects.

Do not place the logo on busy or low-contrast backgrounds

Ensure the logo is always clear and legible. Avoid patterns, textures, or colours that clash with the logo.

Do not crop or cut off the logo

Always show the full icon and wordmark.

Do not rearrange the logo

Do not move the icon to a new position or stack elements differently. Keep the approved layout and proportions.

Do not use unapproved fonts

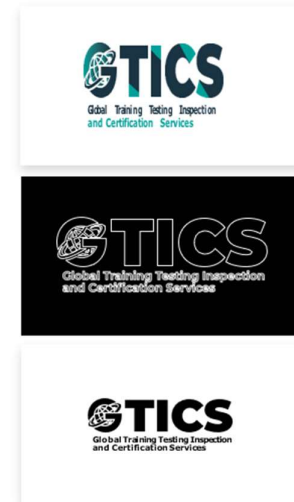
Only use the official GTICS typography for any text associated with the logo.

Do not stretch the tagline or change its size manually

Maintain the correct hierarchy between the wordmark and tagline.

Do not add borders or boxes around the logo

Only use approved lockups and clear-space rules.



Different variations of the logo have been created for usage with colours as defined by the colour palette. These are the only acceptable variations; any further amendments will go against the brand guidelines.

PRIMARY USE

This is the preferred logo for most applications, use this logo for all full-colour printing and digital communication.

SECONDARY USE

The logo can be used applications that use the secondary colour palette. Use sparingly and only in conjunction with these preferred colours.



Primary



Secondary



12.2 USE OF ACCREDITATION BODY MARKS AND REFERENCE TO ACCREDITATION

The purpose of this section is to define how GTICS and its certified clients may reference GTICS accreditation and use accreditation body marks (including SANAS) in a controlled manner, ensuring compliance with accreditation rules, ISO/IEC 17021-1 requirements, and any applicable SANAS mark use regulations.

This section applies to:

- All GTICS personnel, auditors, technical reviewers, decision-makers, and contractors; and
 - All certified clients and applicants where GTICS issues accredited certification.
It covers the use of accreditation symbols/marks and any reference to accreditation in marketing, websites, letterheads, certificates, proposals, tenders, email signatures, social media, and product/service documentation.
 - Accreditation body mark (AB Mark): The symbol, mark owned by the accreditation body (e.g., SANAS), indicating accredited status.
 - Certification mark: A mark/logo used to indicate certified status (where permitted), normally owned/controlled by the certification body.
 - Accredited certificate: A certificate issued by GTICS under an accredited scope
- a) Accreditation body marks remain the property of the accreditation body and may only be used in accordance with published rules and written permissions.
 - b) GTICS shall control and approve all uses of accreditation references and marks associated with its certification activities.
 - c) Accreditation marks shall only be used when the certification is accredited and within the accredited scope.
 - d) Accreditation marks shall never be used in a way that is misleading, implies accreditation of a product, or implies accreditation of activities outside the certified scope.
 - e) GTICS may use accreditation body marks only:
 - On accredited certificates and controlled certificate templates;
 - In approved marketing material and proposals that accurately reflect accredited scope.
 - On GTICS website pages describing accreditation status.
 - In internal documents where required for accredited operations.
 - f) GTICS shall ensure:
 - The mark is reproduced correctly (colour, proportions, wording) and is not altered.

- The mark is not applied in a manner that suggests accreditation body endorsement of GTICS commercial activities beyond accreditation.
- Any limitations or conditions specified by SANAS (or other AB) are applied.

12.2.1 CLIENT USE OF MARKS AND ACCREDITATION REFERENCE

- a) Certified clients may reference their certification status only in relation to their management system certification and only as permitted by GTICS and the accreditation body rules.
- b) Clients shall **not**:
 - Use the accreditation body mark on products, product packaging, or in any way that implies product certification.
 - Use the mark in a way that implies the accreditation body has certified or approved the client, its products, services, or processes.
 - Use the mark after suspension, withdrawal, or expiry of certification.
 - Use the mark for sites, activities, or scopes that are not included in the certification.
- c) Clients may use approved wording such as:
 - “Certified to ISO 9001:2015 by GTICS (accredited certification).”
- d) Clients must submit intended use (artwork/screenshot/URL) to GTICS for approval before publication.
 - **Review:** GTICS reviews intended use against AB mark rules and certificate scope.
 - **Approval/Rejection:**
 - If compliant, GTICS issues written approval and retains the approval record.
 - If not compliant, GTICS issues corrective instructions.
- e) Where misuse is identified, GTICS shall:
 - Notify the client in writing and request immediate correction within a defined timeframe (e.g., 5–10 working days).
 - Record the misuse as a nonconformity and initiate corrective action.
 - Where misuse persists, escalate to suspension or withdrawal of certification in accordance with GTICS procedures.
 - Where required, report persistent or material misuse to SANAS (or relevant AB) in line with AB reporting requirements.
- f) GTICS will monitor client and GTICS use of marks