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AltoMaxx Technologies Inc.

ALTERING SCOPE, SUSPENDING, WITHDRAWING OR REFUSING CERTIFICATION

PRODUCT CERTIFICATION MANAGEMENT SYSTEM (PROCEDURE)

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1. PURPOSE

The purpose of this procedure is to describe a procedure for Granting, Maintaining, Extending or Reducing scope, Suspending, Withdrawing or Refusing Certification.

2. SCOPE

This procedure is applicable to certifications provided by AltoMaxx Technologies.

3. TERMS AND DEFINITIONS

All applicable as defined in clause 3 of the ISO manual.

4. PROCEDURE

4.1 EVALUATION PROCESS

The client evaluation involves the standard operating procedures, health and safety protocol, interviews with crew, in flight observations, proof of airworthiness, and any other information the assessor deems valuable. If this process is undertaken remotely, the inflight procedure shall be performed live during the remote assessment, taking into consideration the *Procedure for Evaluations*. The security and confidentiality of electronic or electronically transmitted information during the assessment process is of high priority for both the client and AltoMaxx. Non-conformances are established during the evaluation period and the client is notified of the non-conformances fourteen (14) days after the evaluation.

Once the documents have been reviewed and the interviews and observations have been completed, the timeframe for corrective action is established by the certification body (CB) based on the findings. The client is notified of the non-conformities within a fourteen (14) day period. Once non-conformances have been addressed within 60 days and the client is ready for a final assessment a reassessment is undertaken. Additional costs maybe incurred by the client if reassessment activities required are extensive. If the client does not correct the non-conformances in the agreed upon time frame and there is substantial evidence to support denial of accreditation, the certification body may vote to deny accreditation. The details of the justification of the certification decision are outlined on the clients assessment checklist.

After the evaluation, the documentation is reviewed by a qualified independent auditor. An evaluation record checklist ensures all the required documents are included for review. The technical reviewer is identified during the evaluation plan and the client is notified prior to the start of the evaluation. If the technical expert is different from the assessor, a technical review is performed, a certification decision must be made based on the decision of the final review. The status of the client is maintained in the Client Registrar by the Quality Manager.

4.2 CERTIFICATE ISSUANCE

The final certification decision is determined by personnel not involved in the evaluation activities. A certification decision cannot be made by a person who has provided consultancy for the client for a period of less than 1 year. A certificate is prepared and signed by the Scheme Manger after the final review. A register of certified products and clients is updated online prior to issuance of the certificate. Certificates are issued to clients following initial certification, extension of scope, re-certifications, or changes in company details. The soft copy certificate includes, certification logos, use of logo rules, and a cover letter which is submitted to the client upon successfully completing the certification via registered email.

An audit cycle is established with the client before the certification documents are distributed. AltoMaxx operates a three (3) year audit plan with the client. Surveillance is repeated on the anniversary of the initial certification. The surveillance is undertaken in the same manner that the initial certification is undertaken. The standard operating procedures will be included in both the initial certification and the surveillance activities. An example surveillance schedule is as follows.

Initial	Year 2	Year 3
Day 1: Document rev, Safety Manual risk assessments, Operational manual	Day 1: Operational manual, Head Office Admin, Support-Competency	Day 1: Operational manual , Head Office Admin, Support-Competency
Day 2: Head Office Admin, Support- Competency	Day 2: On site, Operational control and admin	Day 2: On site, Operational control and admin
Day 3: On site, Operational control and admin		

Through continued used of the certification mark, periodic surveillance activities ensure an ongoing validity of the demonstration of fulfillment of the processes and requirements set by AltoMaxx.

4.3 CHANGE IN CERTIFICATE

The client is expected to notify the CB and request for change in certificate if any of the following situations arise:

- Change in ownership
- Change in name of the client
- Change in location
- Changes in scope
- Increase or decrease in locations

A client may request a change in certificate or a reduction/expansion in scope. The Scheme Manager determines if evaluation activities are required. In case of a change in name of the company without any change in product, the client shall submit the change request from legal authorities.

The duration for the visit is based on the information submitted by the client (Clients Change of Scope Form). When an expansion of the scope is requested, an evaluation might be required. The descriptive report is added to the surveillance report.

A new certificate is issued with the same expiry date on successful completion of the above process. The Quality Manager determines if there is a change in the contract with respect to the duration for further visits etc.

4.4 SUSPENSION AND WITHDRAWAL OR CANCELLATION OF CERTIFICATES

The client may terminate the contract at any time with a thirty (30) day written notice to certification body after the audit. The client will be liable for costs of services provided by AltoMaxx through the date of receipt of notice and for any additional costs necessary to terminate services. The certification body will repay only pre-paid fees for services that were not provided. AltoMaxx may terminate this contract at any time within thirty (30) days. If the CB deems it necessary to terminate the agreement with the client, a written notice to the client for noncompliance or nonpayment will be provided by AltoMaxx, giving the client an opportunity to adjust the issues.

Suspension or withdrawal can occur based on a review case misuse or other or breaches of contract. The client is expected to notify AltoMaxx if their operation becomes hazardous or non-compliant. A letter is sent to the client which advises them of the details for action, the client must reply within 14 days of receiving the notification. Actions required by the client are dated by the CB.

The actions maybe include an increase in surveillance or a reduced scope of certification. The Technical Review will ensure the actions are effectively completed in order to prevent suspension or cancellation. If mark use suspension, withdrawal, or termination of certification occurs then the client will be given a warning period to correct non-conformances of 60 days. If the client does not reply in 14 days, if the reply is not satisfactory, or if the actions required are not effectively completed in the allowed time, the COO determines whether to suspend or cancel the certification. The status of the client will be updated in the Client Registrar publicly and internally. If the decision is made to cancel a certification, the Scheme Manager is responsible for suspending the client or canceling the client from the Register of certified clients, advising the client by registered mail and publicizing the cancellation, if necessary.

The following reasons may be considered grounds for suspension or cancellation:

- Major non-conformance(s) or effective corrective action not implemented
- Improper use of the certificate, symbol or logo
- Client fails to meet financial obligations to AltoMaxx Technologies
- Client makes a formal request to withdraw certification
- Client is unable or unwilling to ensure conformance to revisions of the scheme
- Existence of a serious complaint, or many second- or third-party complaints
- Certification agreement requirements are not being maintained
- Client does not allow routine surveillance to be conducted at the required frequency.

4.5 REDUCTION IN SCOPE OF CERTIFICATES ISSUED

AltoMaxx Technologies shall wherever applicable reduce the scope of certification if during the time of routine surveillance evaluations, re-approval or renewal evaluation it finds that the certified client has failed to meet the requirements for the scope of certification.

4.6 REFUSING CERTIFICATION

AltoMaxx Technologies shall wherever applicable refuse certification if during the evaluation process the client fails to meet the requirements for the scope of certification. The client may choose to re-apply for certification any time after failing to achieve certification. The applicant must begin the process from the beginning, including the preliminary application to enter the accreditation process and payment of all relevant fees.

4.7 REISSUING CERTIFICATION

If certification is reinstated after suspension, necessary modifications are made to the Client Registrar and other internal document's by the Quality Manager. The client will be readded to the register of certified bodies and other public information is adjusted accordingly. This is only after the evaluation and review of the client is undertaken. Authorizations for use of marks will commence and all appropriate action is to be undertaken by the client to show their process is certified as per the original agreement (unless otherwise stated). If a decision to reduce the scope of certification is made as a condition of reinstatement, the Quality Manager ensures the modifications to the scope of certification is clear in the process documents of the client.

5. REFERENCES

- ISO / DIS 21384-3
- ISO/ IEC 17065

6. RECORDS

1. Clients Change of Scope Form
2. Client Registrar

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