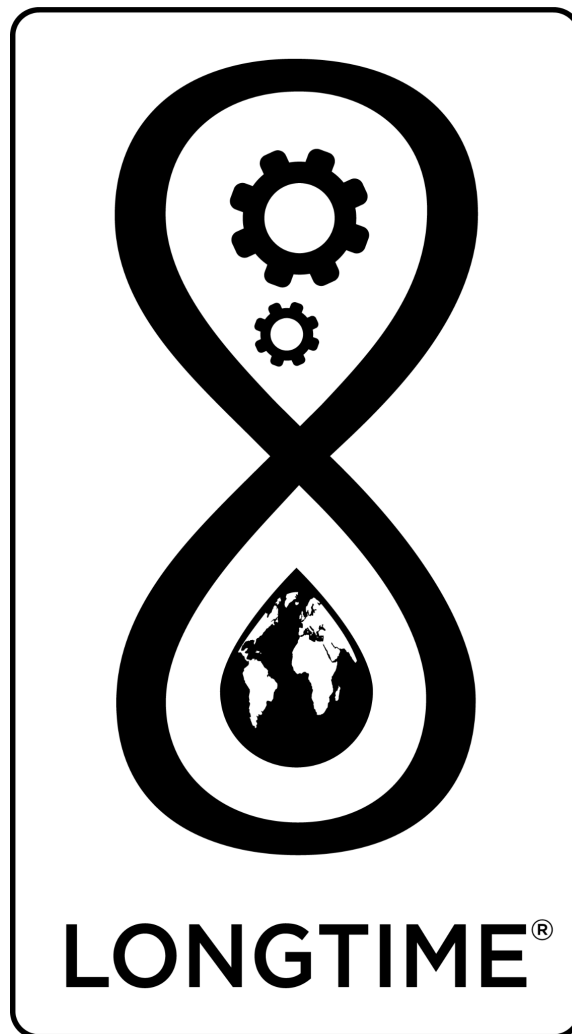


LONGTIME® Label Suspension and Withdrawal Policy



The LONGTIME® label may only be used while the conditions of certification and use of the mark are met. If these conditions are no longer met, measures may be taken to restrict, suspend or withdraw the right to use the label. These measures safeguard the reliability of public information and the credibility of the programme.

Based on the LONGTIME® certification system, this document sets out the rules applicable to the products concerned and to the companies holding certification.

Conditions for using the LONGTIME® label

The LONGTIME® label may only be used for products that are:

- covered by a valid certificate;
- assessed by an authorised independent inspection body;
- clearly identified within the scope of that certificate;
- registered accordingly within the LONGTIME® programme.

An application, an ongoing audit, an audit report or a provisional decision does not authorise use of the label.

Payment of a licence fee does not confer any entitlement to obtain or retain certification and cannot influence the inspection body's decisions.

A product's status can be checked in the official LONGTIME® directory. A product [listed in the directory](#) meets the conditions for using the label.

1. Types of measures

In accordance with ISO 14024, the certification programme provides for a graduated range of protective measures and sanctions.

Measure	Meaning	Consequence
Scope reduction	Part of the product or geographical scope is removed from the certificate.	The label may continue to be used only for the product references, versions or geographical areas still covered by the certificate.
Suspension	Certification or the right to use the label is temporarily suspended.	All use of the label must cease within the suspended scope until a formal reinstatement decision is issued.
Withdrawal	The conditions for maintaining certification are no longer met on a lasting basis, or the breach warrants withdrawal.	The right to use the label ends for the scope concerned.

The measure chosen depends on the nature, severity and extent of the issue, whether it has occurred repeatedly, and whether compliance can be restored.

Scope reduction, suspension and withdrawal do not necessarily follow a sequential process. Immediate action may be taken where necessary to protect the public or the credibility of the label.

2. Who makes the decision?

The LONGTIME® certification system authorises two parties to take protective measures. Their respective responsibilities are distinct and clearly separated.

Product compliance and certification

The independent inspection body assesses the technical evidence and decides whether to maintain, reduce the scope of, suspend or withdraw the certificate.

Ethikis cannot amend or overturn this decision.

Use of the mark and public information

Ethikis, the operator of the LONGTIME® programme, monitors use of the mark, related communications and the information published in the official directory. In the event of a breach or fraudulent use, the right to use the mark is restricted, suspended or withdrawn for the same scope.

This separation of responsibilities prevents commercial or financial decisions from influencing the assessment of a product's compliance.

3. Circumstances that may lead to action

Several clearly defined circumstances may lead to a reduction in certification scope, suspension or withdrawal, with corresponding restrictions on use of the label.

Product compliance can no longer be demonstrated

This may result from:

- a non-conformity identified during an inspection;
- failure to follow a corrective action plan;
- failure to complete corrective action within the specified deadlines;
- an incident or court ruling that may call into question the product's safety, reliability, repairability or durability.

Changes to the product or its supporting arrangements

Further verification may be required where significant changes affect, in particular:

- the design or critical components;
- software or firmware;
- suppliers or manufacturing processes;

- spare parts or after-sales service;
- technical documentation;
- the product references marketed or the geographical areas covered.

Failure to report a significant change may lead to suspension or withdrawal.

Reliable checks can no longer be carried out

Protective measures may be taken in the event of:

- refusal to undergo a scheduled audit or verification;
- inaccurate, incomplete, misleading or unverifiable information;
- concealment of an incident or significant change.

Misuse of the label

This includes, in particular:

- use of the label for a product that is not covered;
- a presentation suggesting that an entire company, brand or product range is certified;
- a claim that goes beyond the characteristics actually certified;
- continued use of the logo following expiry, suspension, scope reduction or withdrawal;
- the certificate holder ceasing operations;
- any communication that may mislead the public.

A breach of contractual or financial obligations may separately affect the right to use the mark. Such a breach does not, in itself, alter the technical assessment of the product.

4. Procedure

The procedure for imposing an interim protective measure following a report must be completed within a maximum of 30 days. It follows the steps below.

1. Recording the report or finding

On receipt, the facts, their source and the potentially affected scope are recorded in the programme's document management system.

2. Review by the responsible party

The report is reviewed and communicated to each party (the certificate holder, the inspection body and the programme operator) within 7 days.

- The inspection body handles matters relating to compliance and the certificate.
- Ethikis handles matters relating to use of the mark and public information.

3. Notifying the company and requesting further information

Once the responsible party has reviewed the report, the certificate holder is notified of the findings. The holder may submit comments, additional evidence or a corrective action plan within 15 days.

4. Written decision with reasons

Within 7 days of receiving the additional information from the certificate holder, or of the deadline in step 3 expiring, the party handling the report issues a decision based on the graduated range of protective measures and sanctions.

The decision specifies the products concerned, the established facts, the measure imposed, its effective date, the corrective action required, any conditions for reinstatement and the available appeal procedures (see Section 5).

5. Interim measures where warranted by the risk

In an emergency, where there is a safety risk or where communications are clearly misleading, use of the label may be suspended before the review is completed.

6. Monitoring implementation

Corrective actions, notifications, evidence that materials have been withdrawn, and status updates are recorded until the case is closed. Interim measures are proportionate to the risk and limited to the scope necessary. They do not prejudice the final decision.

5. Appealing a protective measure

The certificate holder may appeal a protective measure to the party that imposed it within 7 days of receiving notification.

- Where the measure results from an inspection body's decision concerning product compliance or the status of the certificate, the appeal is handled under that body's appeals procedure.
- Where the measure falls within the responsibilities of the LONGTIME® programme operator, particularly in relation to use of the mark or public information, the appeal is handled under the procedures set out in the LONGTIME® certification system.
- Where a measure follows a recall or an enforceable decision by a public authority, the holder cannot challenge the merits of that decision through LONGTIME®. The holder may, however, submit comments on the scope, duration and consequences of the measure imposed by the programme.
- Where a measure follows an accident involving the product, it may be imposed immediately as an interim precaution if justified by the seriousness of the incident or the risk to users. The holder retains the right to submit comments and challenge the scope, duration or continuation of the measure in light of the available evidence.

All appeals are recorded and reviewed impartially, with the review documented. An appeal does not automatically suspend the measure being challenged. The published status and existing restrictions remain in effect until a new formal decision is issued.

6. Implications for products and communications

During a suspension or following withdrawal, the company must immediately cease any new use of the label within the scope concerned.

This obligation applies in particular to:

- products and packaging;
- labels and instruction manuals;
- catalogues and commercial materials;
- advertising;
- websites and product pages;
- retailer and marketplace pages;
- materials published by subsidiaries, importers or commercial partners.

Within 15 days of receiving notification of the protective measure, the company must request corrections to communications published by third parties to whom it supplied the materials concerned or whose use of those materials it authorised. It must be able to demonstrate the steps taken and the corrections made.

No new product or material bearing a reference to the label that is no longer authorised may be placed on the market after the decision takes effect.

Any special arrangements for products or packaging already manufactured must be expressly stated in the decision, limited in time and must not mislead the public.

7. Public information

To ensure reliable and transparent information, LONGTIME® enables any interested party to verify publicly the status and scope of each certification.

The official LONGTIME® directory identifies:

- the certificate holder;
- the products and product references covered;
- the inspection body that issued the certificate;
- the applicable standard;
- the validity period.

When Ethikis receives a formal decision affecting a certificate, the directory and public register of certified products are updated within 72 hours to show the applicable status:

- valid;
- scope reduced;
- suspended;
- withdrawn;
- expired;
- not renewed;
- voluntarily relinquished.

Audit reports, industrial data, technical evidence and confidential information are not made public unless the party concerned consents or disclosure is required under an applicable obligation.

8. Lifting a protective measure

A suspension does not end automatically when the deadline granted to the company expires. The right to use the label can only be reinstated once:

- the required corrective actions and supporting evidence have been submitted;
- they have been verified by the responsible party;
- any necessary additional audit or inspection has been completed;
- a formal decision to lift the suspension has been issued;
- the product's status has been updated in the official directory.

9. Reporting concerns and submitting complaints

Any individual or organisation may report concerns about the compliance of a certified product, inaccurate public information, potentially misleading communications or misuse of the LONGTIME® mark, as well as any difficulties relating to the operation of the programme or the activities of an inspection body.

Reports and complaints must be submitted through our [form](#).

They are recorded, reviewed and referred to the responsible party in accordance with the procedures of the [LONGTIME® certification system](#).

10. Other reasons certification may end

The expiry of a certificate, its non-renewal or the company's voluntary relinquishment of certification does not necessarily constitute withdrawal for non-compliance.

These circumstances are distinguished in the [public register of certified products](#) so that anyone consulting it can understand why a product is no longer covered.