

POL10 Certification Changes Policy

London Associati Ltd (Certifications) has an obligation to ensure that we manage all audit client certification changes fairly, efficiently and effectively.

Our certifications change process will:

- Have a documented procedure that covers suspension and withdrawal of certification;
- Have a documented procedure that addresses reduction of the scope of certification;
- Have a documented procedure that addresses certification termination requested by an audit client;
- Have a documented procedure that specifies any or all subsequent actions to be taken by employees and management of *London Associati Ltd* Certifications on matters of certification changes;
- Monitor and review the effectiveness of this process and evaluate its fairness, efficiency and effectiveness annually;
- Use data obtained from all monitoring and review activities to drive continuous improvement of the process;
- Be reported on and communicated to the Board by top management regularly.

This policy provides clear guidance to all staff, contractors, audit clients and people who may wish to complain or make a complaint or appeal an appeal by detailing the key principles and concepts of our certifications change process.

Key principles include:

- Client focus;
- Leadership and best practice;
- Process approach; and
- Continual improvement.

London Associati Ltd Certifications expects staff at all levels to be committed to fair, effective and efficient management of certifications changes as they arise.