

Companies with e-Stewards Certificates Withdrawn or Withheld Due to the Critical Non-Conformity Policy

Company Name	Location	Date Certificate was Withdrawn or Withheld
Diversified Recycling	2700 Hazelhurst Avenue, Orlando, FL, USA	Withheld February 25, 2015
Total Reclaim	2200 6 th Avenue, Seattle, WA, USA 12050 Industry Way, Anchorage, AK, USA 6427 NE 59 th Place, Portland, OR, USA	Withdrawn May 3, 2016

Critical Non-Conformity Policy

A *Critical Non-Conformity* (CNC) is a category of very serious standard violations. These might be identified outside of the normal set of management system non-conformities dealt with by e-Stewards certifying bodies. This category involves an investigation by the e-Stewards program administrator and should the findings prove of sufficient concern to warrant being classified as a Critical Non-conformity, recyclers may be suspended, or have their certification withheld, or withdrawn. Please read the full [e-Stewards Critical Non-Conformity Policy here](#).

If an organization wishes to seek new e-Stewards certification in the future, it is only allowed to do so if the organization completes the following:

- A minimum of two years out of the program, from the date of BAN's final decision, unless BAN determines a shorter period of time is justified due to extenuating circumstances;
- Access to a new e-Stewards license has been reinstated after BAN completes a review of the corrective actions made by the organization;
- A written approval from the Executive Director of BAN is issued allowing the organization to begin a new process of becoming certified; and
- A new audit process must be completed by an e-Stewards accredited Certification Body and a new license issued by BAN, before a new certificate can be issued by the Certification Body.