

UNITED ACCREDITATION FOUNDATION



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1. DEFINITIONS

1.1 Accreditation

Formal third-party recognition that a body fulfills specified requirements and is competent to carry out specific conformity assessment tasks.

1.2 Accreditation body

An authoritative body that performs accreditation; here is UAF.

1.3 Accreditation certificate

Formal document or a set of documents stating that accreditation has been granted for the defined Scope.

1.4 Accreditation symbol

A symbol issued by an accreditation body to be used by accredited CABs to indicate their accredited status.

1.5 Appeal

Request by a CAB for reconsideration of any adverse decision made by the accreditation body related to its desired accreditation status.

1.6 Assessment

The process undertaken by an accreditation body to assess the competence of a CAB based on particular standard(s) and/or other normative documents and for a defined scope of accreditation.

1.7 Conformity Assessment Body (CAB)

A body that performs conformity assessment services such as calibration testing, including medical, Inspection, management systems certification, personnel certification and product certification. Namely laboratories (including medical laboratories), inspection bodies and certification bodies.

1.8 Interested parties

Parties with a direct or indirect interest in accreditation. Direct interest refers to those who undergo accreditation; indirect interest refers to those who use or rely on accredited conformity assessment services.

1.9 Scope of accreditation

Specific tasks for which accreditation is sought or has been granted.

1.10 Accreditation decision

Process of decision on granting, maintaining, extending, reducing, suspending and withdrawing accreditation, granting of accreditation, awarding accreditation for a defined scope.

1.11 Maintaining of accreditation

Process of confirming the continuance of accreditation (3.1) for a defined scope.

1.12 Extending of accreditation

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Process of adding conformity assessment activities to the Scope of accreditation

1.13 Reducing of accreditation

Process of canceling part of the Scope of accreditation.

1.14 Suspending of accreditation

Process of putting temporary restrictions in place for all or part of the Scope of accreditation.

1.15 Withdrawing of accreditation

Process of canceling accreditation for the full Scope

1.16 Surveillance

Set of activities, except reassessment, to monitor the continued fulfillment by accredited CABs of requirements for accreditation.

1.17 Witnessing

Observation of the CAB carrying out tasks within its Scope of accreditation.

1.18 Proficiency Testing Program

Determination of laboratory testing performance by means of inter-laboratory comparisons.

1.19 Major Nonconformity

Non-fulfilment of a requirement (nonconformity) that affects the capability of the management system to achieve the intended results.

1.20 Minor Nonconformity

Non-fulfilment of a requirement (nonconformity) that does not affect the capability of the management system to achieve the intended results.

1.21 Remote Assessment

An assessment of the physical location or virtual site of a conformity assessment body using electronic means.

Note 1- a virtual site is an online environment allowing persons to execute processes, e.g., In a cloud environment.

1.22 Interview

The testing of the expertise of CAB staff by means of set interviews.

2. SCOPE

2.1 This document stipulates the general accreditation requirements for Conformity Assessment Bodies (CABs) to be fulfilled to get accreditation under UAF accreditation programs. Participation in the schemes is voluntary.

2.2 The additional terms and conditions will be associated with the other accreditation requirements of the corresponding accreditation program.

2.3 CABs are also required to comply with relevant international documents.



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- 2.4** UAF follows the international Cross-Frontier accreditation policies for accreditations in other countries.
- 2.5** UAF offers accreditation for all CABs according to the latest edition of the following accreditation criteria.
- 2.6** ISO/IEC 17021-1 "Conformity assessment — Requirements for bodies providing audit and certification of management systems."
- 2.7** ISO/IEC 17025 "General requirements for the competence of testing and calibration laboratories" – for laboratories.
- 2.8** ISO/IEC 17020 "Conformity assessment — Requirements for the operation of various types of bodies performing Inspection.
- 2.9** ISO/IEC 17065 "Conformity assessment --Requirements for bodies certifying products, processes and services.
- 2.10** ISO/IEC 17024 "Conformity assessment -- General requirements for bodies operating certification of persons
- 2.11** In cases where additional specific rules are necessary to contribute to the effectiveness of the accreditation process without altering the requirements of the corresponding accreditation standard, UAF defines specific technical requirements for competence on various subjects, such as personnel, equipment, test methods, quality control and reporting for each type of CAB within their respective requirements' documents as mentioned in specific Criteria.

3. ACCREDITATION REQUIREMENTS

- 3.1** The Board of UAF can grant accreditation if the CAB has demonstrated compliance with the accreditation requirements in an assessment carried out by UAF, with due regard for the applicable regulatory framework, guidelines, interpretations and applicable International policy rules.
- 3.2 Cooperation with UAF:** The CAB shall provide UAF and its representatives and assessors the necessary assistance, cooperation and access to relevant areas of CAB for witnessing conformity assessment activities and to undertake any reasonable check to verify the capability and competence of the CAB, including preparation, packaging and dispatch of test items, samples or other items needed by UAF for verification purposes.
- 3.3 Safety:** The CAB shall accept the responsibility for the safety of UAF authorized representatives and assessors in conducting activities related to accreditation, provide all relevant safety or protective clothing or equipment and disclose to them any hazards.

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3.4 Management System: The CABs applying for accreditation shall have a Management System in compliance with the relevant standards. Management system documents and records shall be in the English language.

3.5 In the case of laboratories, a quality management system must be in place before the initial assessment visit. The methods for candidates for accreditation must be regularly used, and all the technical records must be completed before the visit. At least one internal audit and one management review must be conducted by the CAB before the initial accreditation assessment visit.

3.6 UAF operates as an accreditation body for CABs that can be held responsible for their acts or omissions under American Law. A CAB established outside the United States can be held responsible for its acts or omissions under local law and can also apply to UAF for accreditation, with due regard for the applicable regulatory framework and within the rules set by UAF for foreign accreditations.

3.7 UAF applies the requirements in the accreditation standards published by the relevant standards institutions or other authoritative bodies.

3.8 UAF uses international guidelines, application and interpretation documents published by UAF and international authorities without copyright.

3.9 When necessary, UAF defines Specific Accreditation Procedures, which specify the applicable requirements for different (types of) conformity assessment activities and lists the supplementary guidelines and application and interpretation documents. These also contain details of UAF assessment activities and possible subjects that receive special attention, for example, UAF-CAB-QMS, UAF-CAB-EMS, UAF-CAB-OHSMS, UAF-CAB-ISMS, UAF-CAB-FSMS, UAF-CAB-MDQMS, UAF-CAB-IB, [UAF-PR-16](#), [UAF-PR-17](#) UAF policies, etc.

4. APPLICATION FOR ACCREDITATION

4.1 An application for accreditation and the application fees shall be submitted to the Board of UAF on the prescribed Form (UAF-F-031 Accreditation Application Form). The documents listed in the application form shall be submitted with the application. Documents shall be provided to UAF in English. The applicant acknowledges the receipt of the application from UAF within seven working days. UAF assesses the completeness and correctness of the application. The applicant will be informed of the result of this assessment within 20 working days of the receipt of the application. The validity of the application will be a maximum of two years.

4.2 The application will be accepted/ reviewed, if they are completed correctly.

4.3 UAF will decide not to accept the application if:

- a) The application forms have not been completed in full.
- b) The documents referred to in the application forms have not been submitted.

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- c) The Application Fee is not received with the application.
- d) In writing, the applicant is informed if the application will not be reviewed, including a specification of the missing information and a deadline for completing the application. The application will not be dealt with until the missing information has been submitted.
- e) In the case where a CAB is interested in accrediting an activity or a field of activity not included in the Scope of UAF, then UAF, according to its procedure UAF-PR-11 for developing and extending its accreditation schemes, will decide if it is feasible to proceed to such an extension and inform the CAB accordingly.

5. PREPARATION OF AN ASSESSMENT

5.1 Following the consideration of the application as referred to in section 4 of this document, UAF carries out a document review to decide whether the documented system of the applicant meets the requirements for applied accreditation.

5.2 UAF assigns an assessment team for the document review. Members of the UAF Board, Assessment Team and members of the Accreditation Decision (Review) Committee considered to have commercial, financial or other pressures or conflicts of interest that might cause them to act in other than an impartial or non-discriminatory manner shall not be involved in the assessment and evaluation of an applicant / accredited organization.

5.3 An applicant / accredited organization shall be informed of the appointment of the assessment team and the Accreditation review committee members and may object to the appointment once on valid grounds such as conflict of interest. The applicant can notify UAF in writing that they do not accept individual team members based on conflicts of interest. The notification detailing the reasons for not accepting the team member/member of ARC must be submitted within three working days from notification of the team's composition.

5.4 UAF will conduct an assessment of the system documentation, such as manuals, established procedures, instructions, etc., and the Assessment of CAB records, such as personnel files, quality control charts, reports, management review reports, audit files, etc.;

5.5 The result of the document review is recorded in the document review checklist, which incorporates the report (UAF-F-31A). This report identifies any deficiencies found in respect of the accreditation requirements.

5.6 The conclusions from a document review may be:

- a) It is concluded that the applicant, despite any deficiencies found, is ready for the assessment. In that case, the document review report shall contain a summary of the assessment results, a breakdown of the assessment to be carried out, and a proposed plan.

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- b) It is concluded that the applicant is not yet ready for the assessment due to the deficiencies found. In that case, the report shall contain a summary of the assessment results and the identified deficiencies that must be demonstrably rectified before an assessment can be carried out. The applicant can then make corrections that the UAF assessment team shall verify before recommending the readiness for the office assessment of the CAB. The results of this verification are incorporated into the report and are the basis for a new conclusion.
- c) Where the follow-up document review shows that an applicant has not succeeded in resolving the deficiencies of the document review as stated in (b), UAF decides on the continuation of the assessment in consultation with the applicant. If the applicant has not rectified the findings according to b, then discontinuation of the assessment is appropriate and not a continuation.
- d) An applicant can withdraw their application based on the result of the document review and resubmit it after taking corrective action.
- e) To guarantee the objectivity of UAF's assessment team and prevent consultancy, UAF may decide on a different assessment team composition for subsequent document review for the same applicant.

The document review is considered unsuccessful if the CAB cannot resolve the issues the document review team raised within five attempts. If the document review is unsuccessful, the initial office assessment will not be performed and the accreditation process will be discontinued.

6. ASSESSMENT

- 6.1** Following a positive result from the document review, UAF assesses the implementation of the system. UAF uses a combination of one or more of the following assessment methods:
- a) **Office assessment:** an assessment carried out at the CAB to verify the implementation of the management system based on documented evidence and interviews with the personnel.
 - b) **Witnessing:** the observation in the practice of activities carried out by the CAB (such as tests, calibrations, inspections, audits, and examinations).
 - c) **Inter-laboratory assessment:** the determination of the competence of a CAB that carries out tests, calibrations or inspections using inter-laboratory assessment (the comparison of results obtained by two or more CABs).
 - d) **Interviews:** the testing of the expertise of CAB staff by means of set interviews.



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- e) **Remote Assessment:** Assess the physical location or virtual site of a conformity assessment body using electronic means.

Note 1- a virtual site is an online environment allowing persons to execute processes, e.g., In a cloud environment.

- 6.2** UAF assigns an assessment team for the assessment referred to above. The applicant can notify UAF in writing not to accept individual team members based on conflicts of interest. Such a notification detailing the reasons for not accepting the team member must be submitted within three working days from the notification of the team's composition. UAF may add one or more interpreters to the assessment team for assessments outside the United States, if required.
- 6.3** The CAB shall make the current system and technical documentation, if different from the earlier submission, written in English, available to the assessment team before the assessment. UAF reserves the right to cancel the assessment where appropriate, the costs for the applicant's account as per the submitted estimation.
- 6.4** For the Assessment:
- a) The CAB shall inform UAF about security, safety, industrial health and hygiene instructions and requirements.
 - b) The CAB shall make the necessary personal protective equipment (for safety and hygiene) available to the members of UAF assessment teams.
 - c) The CAB shall enable UAF to observe (attend) the activities of the accredited organization.
 - d) The CAB shall grant UAF access to all locations, files and documents that the UAF considers relevant for its assessment. This may also refer to organizations' locations, files, and documents related to the accredited organization.
 - e) The CAB shall take action to obtain the cooperation of clients of the CAB or organizations related to the CAB where access to the locations and documents of the client of the CAB is needed in the opinion of the UAF.
 - f) The CAB shall have practical arrangements to facilitate cooperation and access as mentioned above.
 - g) The CAB shall accept that observers can participate in UAF assessment teams (on behalf of UAF or otherwise) for purposes such as training, peer evaluations and supervision by UAF, representatives from international Forums unless the CAB promptly makes reasonable and substantiated objections to the presence of specific observers.

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- h) The CAB shall not put people acting on behalf of UAF in a position where their independence, objectivity, safety or health may be at risk.
- i) An assessment starts with an opening meeting with the CAB management, at which, amongst other things, the purpose and procedures are explained, and the assessment plan (UAF-F-034) is agreed upon.
- j) During the assessment, the different team members assess the implementation and effectiveness of the management system and the competence of the CAB. The CAB must demonstrate that it controls all the activities including all of its branches addressed in the application for accreditation. Samples are taken from other locations where the CAB carries out activities that are not regarded as a key activities according to the nature and the extent of the activities at the locations concerned. UAF shall also assess these locations if the CAB carries out key activities at several locations. In the case of multisite laboratories, attention should be paid to cover all sites during the accreditation cycle, and the central site will be visited at each assessment visit.
- k) The assessment team grades the findings according to the current UAF policy concerning the classification of nonconformities as Major & Minor as defined in 1.19, 1.20, 6.4 n) & 6.4 o) of this document and as per UAF-PR-08. In the case of initial assessments, the time frame for closeout of nonconformities may be extended till the validity of application as per reasoning/decision by the assessment team.
- l) An assessment is concluded with a closing meeting during which the findings are reported verbally and the nonconformities found are reported in writing. The handling of the nonconformities will be performed via email and UAF online portal for assessment results. In the case of laboratories, a list of detailed findings is given to the laboratory before the team departs. All corrections will be discussed during the final meeting, and the laboratory and the team will sign the list.
- m) The assessment team records the findings in UAF-F-037 Office Assessment Report. The CAB can respond to the report's content and propose corrections and amendments within ten working days of the dispatch of this report by UAF.
- n) In the case of Major Nonconformity, the CAB will submit a plan within ten calendar days from the notification of the Nonconformity. To close a major Nonconformity, satisfactory evidence of implementation of the agreed corrective action must be submitted within 30 calendar days from the date of Acceptance of the corrective action plan by UAF Assessor.
- o) In case of a Minor Nonconformity, the CAB will submit a plan within 30 calendar days from notification of the Nonconformity. To close a minor Nonconformity, satisfactory evidence of implementation of the agreed corrective action must be submitted within 90 calendar days from the date of Acceptance of the corrective action plan by UAF Assessor.

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6.5 UAF shall immediately terminate an assessment or the accreditation process in the event of the following:

- a) Failure to provide access to relevant locations, staff or information.
- b) Intimidation, discrimination, threat and violence towards one or more persons acting for or on behalf of UAF.
- c) Attempted bribery of one or more persons acting for or on behalf of UAF.
- d) Misleading of UAF assessment team by failing to provide relevant information or incorrect/incomplete information.
- e) Failure to discharge financial obligations towards UAF.

6.6 If nonconformities are found, UAF shall allow the applicant to take corrective action within a period that has been set in 6.4 (n) & 6.4 (o).

6.7 The applicant provides UAF a report within the period referred showing the cause, extent and action taken regarding the nonconformities found and demonstrating the effectiveness of the corrective action.

6.8 In case the organization and the assessment team have a difference of opinion about the interpretation of accreditation requirements, the CAB can notify UAF within ten working days of the dispute arising. The resolution of the dispute is detailed in UAF-PR-06. If necessary, external or internal experts may be involved in investigating the dispute. Following the investigation's conclusions, the assessment team leader will treat the nonconformity in question. The period for corrective action for nonconformity in which a dispute has been submitted begins when the applicant is informed of the judgment. An unresolved dispute will remain outside the decision-making process of the assessment until a judgment has been rendered.

6.9 If a follow-up assessment is recommended, it shall be carried out within two months of receipt of the report.

6.10 The results of the follow-up assessment are incorporated into a final draft assessment report by the assessment team, which sends it to the office. Then that report is sent to the applicant for comments if any.

6.11 The final report is then made available to the decision-maker.

6.12 The applicant may reproduce, publish and distribute a report without the consent of UAF, but only in its entirety. Parts of UAF reports may only be published in UAF has given its explicit written consent.

6.13 The above practice is followed in the case of witness assessments also.

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7. ACCREDITATION DECISION

- 7.1** In the case of an initial assessment or a reassessment or scope extension assessment, the conclusion by the assessment team, the final report, the final proposal for the Scope and any other information will be provided to Accreditation Review (decision) Committee (ARC) reviewer set up by UAF as per UAF-PR-13. ARC formulates a recommendation to the Director of UAF.
- 7.2** This recommendation may be in line with the conclusion of the assessment team but may also differ from it. The ARC can decide with additional specific conditions to the accreditation and postpone the decision in anticipation of additional information.
- 7.3** The applicant is notified in writing of the individual accreditation decision with the applicable conditions
- 7.4** An applicant can object to an individual accreditation decision within four weeks of the date of this decision as per rules set out in the handling of complaint and appeals procedure.
- 7.5** An individual accreditation decision includes conditions for using accreditation marks and other references to the accredited status.
- 7.6** The conditions attached to an individual accreditation decision may mean that the CAB's activities and locations must meet the given requirements.
- 7.7** An accreditation is registered in the name of the CAB that has submitted the application and that the assessment has demonstrated that the CAB meets the requirements.
- 7.8** In addition to its registered name, the trade names given in the application can also be shown in the accreditation documents referred to in 7.9 if these trade names have been registered.
- 7.9** Against this standard, the assessment has taken place and the period of validity of the declaration. This period of validity shall not exceed four years. The documents sent with the Accreditation decision include details of the Scope of the accreditation and the date on which the accreditation has been granted. UAF also publishes this annex on its website in the following directories: 1) [MS CAB](#); 2) [LAB](#); 3) [IB](#); 4) [PCB](#);

8. ACCREDITATION MAINTENANCE

- 8.1** [The accreditation cycle is four years. However, it can be reduced or increased \(maximum up to five years\) as recommended by the assessment team or the accreditation review committee in line with UAF-PR-08. During the accreditation cycle the accredited CAB shall be subject to announced surveillance visits normally carried out once per year. The frequency of the assessments may be increased or decreased depending on the performance of CAB but](#)

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initially should be at least once per year as per the assessment program UAF-F-033 and UAF-PR-08

8.2 Additional special visits may be carried out at the discretion of UAF and as the need arises. Witness assessments shall be carried out in line with IAF MD17 requirements.

8.3 UAF may also carry out unannounced visits/ validation visits at its discretion.

8.4 A reassessment visit shall be conducted before the end of the validity of the accreditation certificate, covering the whole Scope of accreditation to renew the accreditation.

8.5 Extending Accreditation: The accredited CAB may apply for extending accreditation, which adds conformity assessment activities to the awarded Scope of accreditation at any time. It may include adding locations, countries, new scheme(s) or Scope within the same scheme and Transition/migration of awarded scheme(s).

8.6 Based on the risk associated with the activities or locations covered in the scope extension, UAF shall decide the appropriate assessment technique(s) for applicant CAB. UAF shall also review the assessment program UAF-F-033 and plan the subsequent assessment.

8.7 Relocation of Conformity Assessment Body: Where a CAB relocates its premises, the impact on the maintenance of accreditation needs to be determined. UAF will consider whether the CAB's accreditation should be suspended (in full or in part) if the CAB is unable to demonstrate continued conformity with the requirements during the relocation period. UAF must ensure that the new location/premises/facilities are assessed at the earliest opportunity to confirm continued conformity with the requirements and reinstate accreditation as necessary. If environmental factors, accommodation, or the operations of equipment are critical to the activities, an on-site assessment may be required in addition to an off-site document review. The onsite assessment duration for relocation is detailed in UAF PR-08.

9. SUSPENSION AND WITHDRAWAL OF ACCREDITATION

9.1 A suspension or withdrawal may be made against an accredited organization for any or all scopes included in the Scope of accreditation for such period as UAF Board may determine if it is satisfied that the organization has:

- a) Not maintaining a standard of practice complying with the accreditation criteria.
- b) Violated the terms and conditions for the accreditation
- c) Failed to rectify the nonconformities within the agreed time frame.
- d) Failed to submit the corrective actions within the agreed time frame without a valid reason.
- e) Failed to pay all necessary fees levied by UAF.



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- 9.2** Where any failure to comply with any accreditation criteria is, in the opinion of UAF, of a temporary nature and rectification will not be immediate, UAF may retain accreditation on a suspended basis for any or all of its accredited scopes.
- 9.3** UAF shall withdraw the accreditation when departures from the accreditation criteria, which lead to suspension of accreditation, are not rectified within the stipulated time frame, normally not more than nine months.
- 9.4** UAF shall inform the accredited organization of the suspension or withdrawal and the reasons for the suspension or withdrawal. The organization shall have the right to appeal to UAF Board.
- 9.5** No accreditation shall be suspended or withdrawn unless UAF has:
- a) Served at least two weeks' written notice by email to the accredited organization, stating the grounds for the suspension or withdrawal, except in case of noncompliance to any applicable UAF-specific policies or implementation of IAF MD7.
 - b) Considered any written response from the accredited organization received during these two weeks.
 - c) During the two weeks' notice, the status of the organization's accreditation is considered to be in suspension, and no accredited certificates/ endorsed reports shall be issued.
 - d) If UAF Board has received no response against the notice of suspension or withdrawal, or if, in the opinion of UAF Board, the explanations submitted are not satisfactory, UAF shall suspend or withdraw on the expiry of the notice the accreditation and inform the organization in writing. Relevant stakeholders will be informed of the suspension or withdrawal. The suspension or withdrawal of accreditation will be highlighted on UAF website.
 - e) In case a written appeal is received against the above decision, UAF Board shall convene an Appeal Committee chaired by a UAF Board member and comprising of members not involved in the evaluation of the organization to consider the explanations given and, if the organization so wishes, shall provide an opportunity for the accredited organization to be heard as soon as possible. Appropriate technical experts may be co-opted to assist UAF Committee in hearing the appeal.
 - f) Any accredited organization may voluntarily withdraw its accreditation by giving written notice to UAF, subject to clearance of all outstanding invoices and any pending unbilled fee amount.

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- g) An organization whose accreditation has been voluntarily withdrawn, withdrawn by UAF or suspended shall not issue UAF accredited certificates/ endorsed reports or represent or imply to any party that its accreditation under UAF is operative.
- h) An organization whose accreditation has been withdrawn shall immediately return the Certificate of Accreditation and other appropriate documents to UAF.
- i) For certification bodies, the organization shall provide its customer with information on the withdrawal of its accreditation and its consequences.

9.6 Reinstatement of Accreditation: An organization whose accreditation has been suspended partially or completely may have its accreditation reinstated subject to a reassessment. If the suspension is due to non-payment of fees, the accreditation will be reinstated if the fee is paid within six months from suspension. The organization shall satisfy all the formal assessment and accreditation award criteria.

9.7 An organization whose accreditation has been withdrawn by UAF may reapply six months after its withdrawal date, subject to proving that the reasons which caused withdrawal have been addressed to the satisfaction of UAF. In such cases, the CAB shall be considered as a fresh applicant.

9.8 An organization that has voluntarily withdrawn its accreditation may reapply and be considered afresh applicant.

10. SANCTIONS

10.1 In the event of acts by an accredited CAB that is inconsistent with the accreditation requirements, UAF can take the following action:

- a) Suspension.
- b) Withdrawal.

10.2 If UAF decides to suspend or withdraw the accreditation, notice thereof shall be given on UAF website. Notice of a withdrawal or suspension of accreditation of a CAB that also operates under the accreditation of a foreign accreditation body shall also be given to this body.

10.3 All requirements of IAF MD7 shall apply.

11. COMPLAINTS:

11.1 All disagreements/ complaints shall be addressed to the Manager, UAF, either by Post or email in detailed format, including name, address, contact details (both mobile and email),

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designation, company(if any) and address of the sender. If the complaint has no details of the complainant or the description is inadequate, UAF will reserve the right to deal with the complaint as deemed fit.

11.2 Any written complaints shall include objective evidence(s) to support the complaints, where possible.

11.3 All written complaints shall be responded to as per the time frame mentioned in the Complaints and Appeal handling procedure UAF-PR-06, and the conclusion of the complaint will be notified.

11.4 Unannounced assessments may be conducted to investigate a complaint against an accredited organization. UAF reserves the right to conduct unannounced visits when required.

12. APPEALS

12.1 All disagreements/Appeals made in writing against any decision of UAF must be made no later than two weeks from the date of said decision. The appeals will be handled as detailed in the Complaints and Appeal handling procedure UAF-PR-06.

12.2 The Committee appointed for each appeal shall consist of a Chairman (member of the Board) and at least two members, none of which shall have any direct commercial interest in the appeal.

13. LIABILITY

13.1 UAF shall not be liable to the accredited organization for any losses, damages or expenses, including injury to reputation suffered by the accredited organization and third parties, arising directly or indirectly from the accreditation of the accredited organization, use of UAF accreditation marks, assessment activities carried out on the accredited organization by UAF, its representatives, employees and agents or UAF's exercise or performance of its rights, powers, duties or obligations under these Terms and Conditions.

13.2 The accredited organization agrees that UAF shall be liable for any special, indirect, incidental or consequential loss, damage or expense, however, caused without limitation any loss of profits or prospective profits.

14. INDEMNITY

14.1 All claims by any third parties against UAF, arising directly or indirectly from the accreditation of the accredited organization, use of UAF accreditation marks, assessment activities carried out on the accredited organization by UAF, its representatives, employees and any agents of CABs or UAF's exercise or performance of its rights, powers, duties or obligations under these Terms and Conditions. The accredited organization agrees and shall indemnify UAF fully against all losses, damages and expenses suffered by UAF, including but not limited to legal costs on a full indemnity basis. The CAB must indemnify UAF from and against all expenses, losses, damages and costs that UAF may sustain or incur as a result directly or

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indirectly of any loss or damage to any property or injury or death of any person caused by negligent act or omission or willful misconduct by the CAB in connection with accreditation activities. The CAB shall also indemnify UAF from any such claims by the CAB against UAF for directly or indirectly of any loss or damage to any property or injury or death of any person caused by negligent act or omission by UAF and its assessment teams.

15. APPLICABLE LAW

15.1 These terms and conditions shall be construed following and governed by the laws of the United States and subject to the jurisdiction of the American courts of Law in Virginia, USA or competent courts of law of the place where the agreement is signed or the competent courts of law of the place where UAF appoints its legal counsel in the country of the Conformity Assessment Body (CAB)

16. FEES

16.1 UAF Board shall decide the accreditation fees and are subject to review/amendment by the Board.

16.2 All fees paid by an applicant / accredited organization are non-refundable.

17. TAXES

17.1 An applicant / accredited organization agrees to indemnify and pay UAF all taxes, levies, and duties, including goods and services tax or withholding tax which the Board may be liable to pay as a result of providing the services to the applicant / accredited organization.

18. CONFIDENTIALITY

18.1 UAF shall maintain the confidentiality of information related to CABs and shall not divulge confidential information to any third party without prior written consent by the CAB unless any governmental law enforcement agency otherwise requires it by following through proper governmental channels /under any applicable laws. The information related to CABs may also be disclosed to International Forums & governmental inspection teams during their evaluations of UAF.

19. OBLIGATIONS OF THE CABS

The accredited CAB shall:

19.1 At all times, comply with the relevant competence and UAF Requirements criteria.

19.2 Offer all customers a standard of service consistent with UAF terms and conditions and maintain impartiality and integrity in all operations.

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- 19.3** Claim that it is accredited only concerning the Scope for which it has been granted accreditation.
- 19.4** Accredited conformity assessment body (CAB) shall inform UAF without any delay about any of the following changes:
- a) Accredited body's legal, commercial, ownership or organizational status.
 - b) The Scope of accreditation.
 - c) Any changes in the organization, top management and key personnel.
 - d) Change of resources and premises/address.
 - e) Any legal proceedings against the owners and staff of the accredited organization.
 - f) Plans to conduct any accredited activities outside the Scope of accreditation.
 - g) Any significant changes in main policies; and,
 - h) Any other matters that may affect the ability of the accredited organization to fulfill requirements for accreditation.
- 19.5** Comply with UAF-GEN-CAB-02 for the use of UAF Accreditation Marks/ Symbol and reference to accreditation status.
- 19.6** The accreditation status shall not be used in a misleading and unauthorized way to bring UAF into disrepute.
- 19.7** The necessary facilities must be provided to smoothly complete the assessment and complaint investigation processes.
- 19.8** Make prompt payment to UAF of all the necessary fees levied by UAF.
- 19.9** Not issue certifications to accreditation standards such as ISO/IEC 17021-1, ISO/IEC 17020, etc.
- 19.10** Not offer accredited certification to standards such as ISO 26000 and ISO 31000.
- 19.11** Not issue Non-Accredited Certification where they are accredited for the same Scope.
- 19.12** Update UAF certified organization register within maximum period of 7 working days of issuance of certifications or as stated in accreditation agreement and ensure to send information for not updating the register by email due to technical reasons, if any, and agree to pay the penalty as detailed in the accreditation agreement.
- 19.13** In case of withdrawal of accreditation, the accredited CAB shall discontinue its use of reference to accreditation and withdraw all advertising materials, including accreditation references.
- 19.14** Make an explicit statement in all contacts with its customers that a certificate of accreditation in no way implies that UAF approves the product or service.

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- 19.15** Not use its accreditation in such manner as to bring UAF into disrepute, and shall not make any statement relevant to its accreditation, which UAF may consider as misleading.
- 19.16** Make it clear in all its contracts with clients that the CAB's accreditation, or any of its reports, in no way constitutes or implies that UAF approves end product or service.
- 19.17** Endeavor to ensure that valid complaints from third parties are promptly investigated and resolved following the CAB's policies and procedures for handling complaints.
- 19.18** Use its best endeavors to ensure that a client shall use no part of its accreditation or be authorized by a client for use, for promotional or publicity purposes, in a way that UAF may reasonably consider misleading.
- 19.19** Assist UAF in investigating and resolving any complaints made by third parties about the CAB accredited activities.

19.20 Besides above:

1. Certification Bodies (CABs) are not authorized to issue UAF Accredited certificates with UAF and IAF Symbols/Marks/Logos in countries subject to sanctions as detailed on the U.S. Sanctions Program webpage of the Department of Treasury (Office of Foreign Assets Control [OFAC]), available at [U.S. Sanctions Program](<https://ofac.treasury.gov/about-ofac>), and the United Nations Security Council at [UN Security Council](<https://scsanctions.un.org/pp2pnen-all.html>). Non-compliance with these provisions will lead to the immediate suspension or withdrawal of accreditations without notice.

2. CABs are not authorized to issue certificates to entities or individuals related to or affiliated with those covered by the sanctions. Non-compliance with these provisions will lead to the immediate suspension or withdrawal of accreditations without notice.

3. CABs affirm that the restrictions detailed in the UAF policy for operations in sanctioned countries apply to any certifications listed under the United States and United Nations Sanctions Program in countries or regions where the 'Active Sanctions Programs' operate. It is the responsibility of CABs to review, understand, and comply with these sanctions. Non-compliance with these provisions will lead to the immediate suspension or withdrawal of accreditations without notice.

4. CABs affirm that the CAB's Owners, Related Bodies, and all certification personnel, including agencies and their associates or employees, do not have any relationship with any person or entity included in the Specially Designated Nationals And Blocked Persons List (SDN) Human Readable Lists and the United Nations Security Council List. Non-compliance with these provisions will lead to the immediate suspension or withdrawal of accreditations without notice.

5. The CAB is responsible for understanding all applicable IAF/ILAC and Joint resolutions and for maintaining up-to-date knowledge and understanding of these requirements. The current applicable IAF/ILAC and Joint resolutions are mentioned in above section.

20. CONDITIONS FOR USE OF UAF ACCREDITATION MARKS



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- 20.1 The use of the Accreditation mark shall be strictly as per the requirements of UAF-GEN-CAB-02.**