



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 1 of 39

UNITED ACCREDITATION FOUNDATION



Document Name	GENERAL ACCREDITATION REQUIREMENTS
Document Number	UAF-GEN-CAB -01
Applicable For	All Conformity Assessment Bodies
Revision Number	02
Revision Date	12-01-2018
Effective Date	01-01-2019



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 2 of 39

CONTENTS

1. DEFINITIONS.....	3
2. Scope.....	4
3. ACCREDITATION REQUIREMENTS	6
4. APPLICATION FOR ACCREDITATION.....	7
5. PREPATION OF AN ASSESSMENT.....	8
6. ASSESSMENT.....	9
7. ACCREDITATION DECISION	13
8. ACCREDITATION MAINTENANCE.....	14
9. SUSPENSION AND WITHDRAWAL OF ACCREDITATION	14
10. SANCTIONS.....	16
11. COMPLAINTS	16
12. APPEALS	16
13. SIGNIFICANCE OF ACCREDITATION.....	17
14. LIABILITY.....	17
15. INDEMNITY.....	17
16. APPLICABLE LAW.....	18
17. FEES.....	18
18. TAXES.....	18
19. CONFIDENTIALITY	18
20. OBLIGATIONS OF THE CABS	19
21. CONDITIONS FOR USE OF UAF ACCREDITATION MARKS.....	20
22. RECORDS.....	22



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 3 of 39

1. DEFINITIONS

1.1 Accreditation

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

1.2 Accreditation body

Authoritative body that performs accreditation; here it 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

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)

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 the interest of those who undergo accreditation; indirect interest refers to the interests of those who use or rely on accredited conformity assessment services.

1.9 Reducing accreditation

Process of withdrawing an accreditation for part of the scope.

1.10 Scope of accreditation

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

1.11 Surveillance

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



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 4 of 39

1.12 Suspending accreditation

Process of temporarily making an accreditation invalid, in full or for part of the scope.

1.13 Withdrawing accreditation

Process of terminating an accreditation in full.

1.14 Witnessing

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

1.15 Proficiency Testing Program

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

1.16 Major Non-Conformity:

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

1.17 Minor Non-Conformity:

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

2. SCOPE

- 2.1** This document stipulates the general accreditation requirements for Conformity Assessment Bodies (CABs) to be fulfilled in order to get accreditation under UAF accreditation programs. Participation in the schemes is voluntary. All Applicants shall adhere strictly to the UAF terms and conditions at all times.
- 2.2** These terms and conditions should be read in conjunction with the other accreditation criteria documents of the respective schemes.
- 2.3** CABs are also required to comply with relevant international documents.
- 2.4** UAF follows the international Cross-Frontier accreditation policies for accreditations in other countries.
- 2.5** UAF offers accreditation for all types of CABs according to the latest edition of the following accreditation criteria.
- 2.6** ISO/IEC 17021 "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.



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 5 of 39

- 2.8** ISO 15189 "Medical Laboratories - Particular requirements for quality and competence".
- 2.9** ISO/IEC 17020 "Conformity assessment — Requirements for the Operation of various types of bodies performing Inspection.
- 2.10** ISO/IEC 17065 "Conformity assessment –Requirements for bodies certifying products, processes and services.
- 2.11** ISO/IEC 17024 "Conformity assessment – General requirements for bodies operating certification of persons
- 2.12** UAF defines specific technical requirements for competence regarding personnel; equipment, test methods, quality control and reporting for each type of CAB within their respective requirements' documents as mentioned specific Criteria's.



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 6 of 39

3. ACCREDITATION REQUIREMENTS

- 3.1**The board of the UAF can grant accreditation if the CAB has demonstrated compliance with the accreditation requirements in an assessment carried out by the 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 of 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, and provide all relevant safety or protective clothing or equipment and disclosing to them any hazards.
- 3.4**Management System- The CABs applying for accreditation shall have Management System in compliance with the relevant standards. Management system documents and records shall be in English language.
- 3.5**Before accreditation assessment visit the CAB shall have conducted at least one full internal audit and one management review.
- 3.6**The UAF operates as an accreditation body for CABs that can be held responsible for their acts or omissions under American Law. A CAB that is established outside the United States and that can be held responsible for its acts or omissions under local law can also apply to the UAF for accreditation, with due regard for the applicable regulatory framework and within the rules set by the UAF for foreign accreditations.
- 3.7**The UAF applies the requirements laid down in the accreditation standards published by the relevant standards institutions or other authoritative bodies.
- 3.8**The UAF uses international guidelines and application and interpretation documents published by the UAF and International Authorities who do not have any copy right on the guidance.
- 3.9**The UAF defines Specific Accreditation Procedures which specify the applicable requirements for different (types of) conformity assessment activities and list the supplementary guidelines and application and interpretation documents. These also contain details of the UAF



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 7 of 39

assessment activities and possible subjects that receive special attention in the course of assessments.

4. APPLICATION FOR ACCREDITATION

4.1 An application for accreditation shall be submitted to the board of the UAF on prescribed Form. The documents listed in the application form shall be submitted with the application. Documents shall be provided to the UAF in English. The applicant receives an acknowledgement of the receipt of the application from the UAF within seven working days. The 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.

4.2 The application will be dealt with if complete and correct.

4.3 The UAF will decide not to deal with the application if: The application is not complete because:

4.3.1 The application forms have not been completed in full.

4.3.2 The documents referred to in the application forms have not been submitted.

4.3.3 The application Fees is not received with the application.

4.3.4 The applicant is informed in writing if the application will not be dealt with, 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.

4.3.5 The application concerns an activity or field of activity that is not mentioned in Scope. If the UAF judges that the activities or fields of activity belong to the area of competence of the UAF, the UAF shall set a period of time in consultation with the applicant within which the activity or the field of activity can be added to the fields of activity of the UAF and the application can be considered.



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 8 of 39

5. PREPATION OF AN ASSESSMENT

5.1 Following the consideration of the application as referred in section 4 of this document, carries out a document review with the purpose of deciding whether the documented system of the applicant meets the requirements for accreditation.

5.2 The 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 liaise with the UAF secretariat on all matters relating to accreditation, and shall not communicate directly with any of the members of the Accreditation Review Committee and assessors on such matters.

5.4 An applicant / accredited organization shall be informed of the appointment of the assessment team and members of Accreditation review committee, and may object to the appointment only once, on valid grounds such as conflict of interest. The applicant can notify UAF in writing not to accept individual team members on the basis of alleged conflicts of interest. Such a notification detailing the reasons for not accepting the team member/member of ARC must be submitted within seven working days of the announcement of the composition of the team.

5.5 Document assessment: the assessment of system documentations such as manuals, established procedures, instructions, etc., and/or the assessment of CAB records, such as personnel files, quality control charts, reports, management review reports, audit files, etc.;

5.6 The result of the document review is recorded in a report. This report identifies any deficiencies found in respect of the accreditation requirements.

5.7 The conclusions from a document review may be:

5.7.1 It is concluded that the applicant, despite any deficiencies found, is ready for the assessment. In that case the document review report shall not only contain a summary of the results of the pre - assessment, but also a breakdown of the assessment to be carried out and a proposed plan of the assessment.



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 9 of 39

- 5.7.2** It is concluded that as a consequence of deficiencies found the applicant is not yet ready for the assessment. In that case the report shall not only contain a summary of the results of the pre-assessment, but also the identified deficiencies that must be demonstrably rectified before an assessment can be carried out. The applicant is then given the opportunity to make corrections that the UAF shall verify in a follow-up document review. The results of this verification are incorporated into the report and are the basis for a new conclusion.
- 5.7.3** An applicant can withdraw its application on the basis of the result of the document review and resubmit it after taking corrective action.
- 5.7.4** To guarantee the objectivity of the assessment team of the UAF and to prevent consultancy, the UAF may decide on a different assessment team composition for subsequent document review of the same applicant.
- 5.7.5** Where the follow-up document review shows that an applicant has not succeeded in resolving the deficiencies of the document review as stated in (**5.7.2.**), the UAF takes a decision about the continuation of the assessment in consultation with the applicant.

The decision on this shall be taken by the UAF on the basis of the advice of the UAF team leader of the initial assessment.

6. ASSESSMENT

- 6.1** Following a positive result of the DOCUMENT REVIEW, the UAF carries out an assessment of the implementation of the system. The UAF uses a combination of one or more of the following assessment methods:
- 6.1.1 Office assessment:** an assessment that is carried out at the CAB to verify the implementation of the management system on the basis of documented evidence and interviews with the personnel.
 - 6.1.2 Witnessing:** the observation in practice of activities carried out by the CAB (such as tests, calibrations, inspections, audits, examinations).
 - 6.1.3 Interlaboratory assessment:** the determination of the competence of a CAB that carries out (medical) tests, calibrations or inspections by means of interlaboratory assessment (the comparison of results obtained by two or more CABs).
 - 6.1.4 Interviews:** the testing of the expertise of CAB staff by means of set interviews.
- 6.2** The UAF assigns an assessment team for the assessment referred above. The applicant can notify UAF in writing not to accept individual team members on the basis of alleged conflicts of interest. Such a notification detailing the



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 10 of 39

reasons for not accepting the team member must be submitted within five working days of the announcement of the composition of the team. For assessments outside the United States, the UAF may decide to add one or more interpreters to the assessment team.

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 not later than 15 working days before the start of the assessment. The UAF reserves the right to cancel the assessment where appropriate, the costs being for the applicant's account in accordance with the UAF Fees and Charges document.

6.4 For the purposes of the assessment:

- 6.4.1** The CAB shall inform the UAF in good time about all relevant security, safety, industrial health and hygiene instructions and requirements.
- 6.4.2** The CAB shall make the necessary personal protective equipment (for safety and hygiene) available to the members of the UAF assessment teams.
- 6.4.3** The CAB shall enable the UAF to observe (attend) the activities of the accredited organization.
- 6.4.4** The CAB shall grant the UAF access to all locations, files and documents that the UAF considers relevant for its assessment. This may also refer to locations, files and documents of organizations related to the accredited organization.
- 6.4.5** 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.
- 6.4.6** The CAB shall have practical arrangements at its disposal to facilitate cooperation and access as referred to above.
- 6.4.7** The CAB shall accept that observers can participate in the UAF assessment teams (on behalf of the UAF or otherwise) for purposes such as training, peer evaluations and supervision by the UAF, representatives from international Forums unless the CAB promptly makes reasonable and substantiated objections to the presence of specific observers.
- 6.4.8** The CAB shall not put people acting on behalf of the UAF in a position in which their independence, objectivity, safety or health may be put at risk.
- 6.4.9** An assessment starts with an opening meeting with the management of the CAB at which, amongst other things, the purpose and the procedures are explained and the assessment plan is agreed.



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 11 of 39

- 6.4.10** 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 at all its branches included in the application for accreditation. If the CAB carries out key activities at several locations, the UAF shall also carry out an assessment at these locations. Samples are taken from other locations where the CAB carries out activities that are not regarded as a key activity according to the nature and the extent of the activities at the locations concerned.
- 6.4.11** The assessment team grades findings according to the current UAF policy with respect to classification of non-conformities as Major & Minor as defined in 1.16 & 1.17.
- 6.4.12** An assessment is concluded with a final meeting at which the findings are reported verbally and the nonconformities found are reported in writing.
- 6.4.13** The assessment team records the findings in a provisional report. The CAB can respond to the content of the report and propose corrections and amendments within ten working days of the dispatch of this report by the UAF.
- 6.4.14** In case of The Major Non-conformity the CAB will submit a plan within 10 calendar days from notification of the Non-conformity. In order to close a major Non-conformity, satisfactory evidence of implementation of the agreed corrective action must be submitted within 30 calendar days from the date of Acceptance of corrective action plan by UAF Assessor.
- 6.4.15** In case of The Minor Non-conformity the CAB will submit a plan within 30 calendar days from notification of the Non-conformity. In order to close a minor Non-conformity, satisfactory evidence of implementation of the agreed corrective action must be submitted within 90 calendar days from the date of Acceptance of corrective action plan by UAF Assessor.

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

- 6.5.1** Failure to provide access to relevant locations, staff or information.



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 12 of 39

- 6.5.2** Intimidation, discrimination, threat and/or violence towards one or more persons acting for or on behalf of the UAF.
 - 6.5.3** Attempted bribery of one or more persons acting for or on behalf of the UAF.
 - 6.5.4** Demonstrable misleading of the UAF assessment team by the failure to provide relevant information or the provision of incorrect or incomplete information.
 - 6.5.5** Failure to discharge financial obligations towards the UAF.
- 6.6** If non-conformities are found, the UAF shall give the applicant the opportunity to take corrective action within a period of time that has been set in 6.4.14 & 6.4.15.
- 6.7** The applicant provides the UAF with a report within the period of time referred showing the cause, extent and action taken in respect of the non-conformities found and demonstrating the effectiveness of the corrective action.
- 6.8** If the organization and the assessment team have a difference of opinion about the interpretation of accreditation requirements, UAF can be notified of this within ten working days of the dispute arising. UAF will ask an UAF representative as per Procedures, who is not involved in the assessment to investigate the dispute. If necessary, experts from inside or outside the UAF may be involved in the investigation of the dispute. The assessment team leader will treat the nonconformity in question in accordance with the conclusions of the investigation. The period of time for corrective action for a non-conformity which a dispute has been submitted begins when the applicant is informed of the judgement. A submitted dispute will, as long as no judgement has been made on it, remain outside the decision-making of the assessment concerned.
- 6.9** In case the follow up Assessment is recommended, UAF carries out a follow-up assessment within two months of receipt of the report.
- 6.10** The results of the follow-up assessment are incorporated into the final assessment report that is sent to the applicant.
- 6.11** The final report with a conclusion by the assessment team and advice by the team leader for the purposes of decision-making is made available to the decision-maker.
- 6.12** The applicant may reproduce, publish and distribute a report without the consent of the UAF, but only in its entirety. Parts of UAF reports may only be published if the UAF has given its explicit written consent for this.



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 13 of 39

7. ACCREDITATION DECISION

- 7.1** In the case of an initial assessment or a reassessment 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 the UAF. ARC formulates a recommendation to the board 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 recommend attaching specific conditions to the accreditation and also the postponement of the decision in anticipation of additional information.
- 7.3** The board of the UAF can follow the recommendation of the ARC or decide otherwise. If the board does not follow the recommendation of the ARC, the board must record the appropriate justification.
- 7.4** The applicant is notified in writing of the individual accreditation decision with the applicable conditions
- 7.5** An applicant can object to an individual accreditation decision within four weeks of the date of dispatch of this decision as per rules set out in appeals procedures.
- 7.6** An individual accreditation decision includes conditions for the use of accreditation marks and other references to the accredited status.
- 7.7** The conditions to be attached to an individual accreditation decision may mean that the activities and the locations of the CAB must meet given requirements.
- 7.8** 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.
- 7.9** In addition to its registered name, the trade names given in the application can also be shown in the accreditation documents referred to in 7.8 if these trade names have been registered.
- 7.10** The documents sent with the Accreditation decision includes details of the scope of the accreditation, date on which the accreditation has been



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 14 of 39

granted, against which standard the assessment has taken place and the period of validity of the declaration. This period of validity shall not exceed four years. The UAF also publishes this annex on its website.

8. ACCREDITATION MAINTENANCE

- 8.1**The accredited CAB shall be subject to an announced/ unannounced surveillance visits that will be carried out normally once per year. The frequency of Audits may be increased or decreased depending on the performance of CAB but initially should be at least once per year.
- 8.2**Additional special visits may be carried out at the discretion of UAF and as the need arises.
- 8.3**A re-assessment visit shall be conducted before the end of the validity of the accreditation certificate, covering the whole scope of accreditation in order to renew the accreditation.

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 the UAF Board may determine if it is satisfied that the organization has:
- 9.1.1** Not maintained a standard of practice complying with the accreditation criteria.
 - 9.1.2** Violated the terms and conditions for the accreditation
 - 9.1.3** Failed to rectify the non-conformities within the agreed time frame.
 - 9.1.4** Failed to submit the corrective actions within the agreed time frame without valid reason.
 - 9.1.5** Failed to pay all necessary fees levied by UAF.
- 9.2**Where any failure to comply with any criteria of accreditation is, in the opinion of the 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 in writing of the suspension or withdrawal and the reasons for the suspension or withdrawal. The organization shall have the right to appeal to the UAF Board.
- 9.5**No accreditation shall be suspended or withdrawn unless UAF has:



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 15 of 39

- 9.5.1** Served at least two weeks' written notice to the accredited organization, stating the grounds for the suspension or withdrawal.
- 9.5.2** Considered any written appeal from the accredited organization received during these two weeks.
- 9.5.3** During the two weeks' notice, the status of accreditation of the organization is considered to be in temporary suspension and no accredited certificates/ endorsed report shall be issued.
- 9.5.4** If a written appeal has been received, the 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. Where necessary, appropriate technical experts may be co-opted to assist the UAF Committee in hearing the appeal.
- 9.5.5** If no appeal has been received by the UAF Board against the notice of suspension or withdrawal, or if in the opinion of the UAF Board the explanations submitted are not satisfactory, UAF shall, on the expiry of the notice, suspend or withdraw 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 in the UAF website.
- 9.5.6** Any accredited organization may voluntarily withdraw its accreditation by giving two weeks written notice to UAF.
- 9.5.7** 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 in any way to any party that its accreditation under UAF is operative.
- 9.5.8** An organization whose accreditation has been withdrawn shall return the Certificate of Accreditation and all other appropriate documents to UAF immediately.
- 9.5.9** For certification bodies, the organization shall provide its customer with information on the withdrawal of its accreditation and on its consequences.

9.6 Reinstatement of Accreditation: An organization whose accreditation has been suspended in part or in full may have its accreditation reinstated subject to a re-assessment. The organization shall satisfy all the criteria of a formal assessment and the award of accreditation.



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 16 of 39

9.7An organization whose accreditation has been withdrawn by UAF may reapply six months after its withdrawal date and shall be considered as a fresh applicant.

9.8An organization that has withdrawn its accreditation may re-apply and shall be considered as a fresh applicant.

10. SANCTIONS

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

10.1.1 Suspension.

10.1.2 Withdrawal.

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

11. COMPLAINTS

11.1Any complaints should be made in writing to the General Manager, UAF either by Post or email and such complaints should bear the name, designation, company and signature of the sender.

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

11.3Any written complaints received will be duly acknowledged and the sender will be informed of the outcome.

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

12. APPEALS

12.1Appeals made in writing against any decision for refusal or suspension or withdrawal of accreditation or any disputes concerning the interpretation of criteria must be made no later than two weeks from the date of refusal, suspension, withdrawal or disputes. Such appeal, which shall be submitted to General Manager, will be considered by the Board acting on the advice of an Appeal Committee. The Committee appointed in respect of each



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 17 of 39

appeal shall consist of a Chairman from the Board and at least two members, none of which shall have any direct commercial interest in the subject of appeal. The Committee may co-opt technical experts as and when required.

12.2The decision of the Appeal Committee shall be final and shall not be called into question or subject to review or appeal by any court of law.

13. SIGNIFICANCE OF ACCREDITATION

13.1Accreditation should not be regarded as in any way diminishing the normal contractual responsibilities between the accredited organization and its customers. While accreditation is an indication of the integrity and competence of the accredited organization, it does not constitute a guarantee by the UAF of the competence of the accredited organization in any particular case.

13.2UAF is in no way responsible for the charging arrangement between an accredited organization and its customers.

14. LIABILITY

14.1UAF shall not be liable to the accredited organization for any losses, damages or expenses including injury to reputation suffered by the accredited organization and/or third parties, arising directly or indirectly from the accreditation of the accredited organization, use of the UAF accreditation marks, assessment activities carried out on the accredited organization by UAF, its representatives, employees and/or agents or UAF's exercise or performance of its rights, powers, duties or obligations under these Terms and Conditions.

14.2The accredited organization agrees that under no circumstances shall UAF be liable for any special, indirect, incidental or consequential loss, damage or expense, however caused including without limitation any loss of profits or prospective profits.

15. INDEMNITY

15.1The 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 and all claims by any



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 18 of 39

third parties against UAF, arising directly or indirectly from the accreditation of the accredited organization, use of the UAF accreditation marks, assessment activities carried out on the accredited organization by UAF, its representatives, employees and/or agents or UAF's exercise or performance of its rights, powers, duties or obligations under these Terms and Conditions. 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 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 the UAF and its assessment teams.

16. APPLICABLE LAW

16.1 These terms and conditions shall be construed in accordance with and governed by the Laws of United States and the parties hereby agree to submit to the exclusive jurisdiction of the US Courts.

17. FEES

17.1 The fees for accreditation shall be prescribed by the UAF Board and the Board may change the fees from time to time.

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

18. TAXES

18.1 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.

19. CONFIDENTIALITY



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 19 of 39

19.1 UAF shall maintain confidentiality of information related to CABs and shall not disclose confidential information to any third party without prior written consent by the CAB unless it is otherwise required by any governmental law enforcement agency 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 on UAF.

20. OBLIGATIONS OF THE CABS

The accredited CAB shall:

20.1 At all times comply with the relevant criteria of competence and UAF Requirements.

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

20.3 Claim that it is accredited only with respect to the scope for which it has been granted accreditation.

20.4 Immediately notify UAF, where applicable, on any of the following:

20.4.1 Any change in its legal, commercial, ownership or organizational status.

20.4.2 Any changes in organization, top management and key personnel e.g. key managerial staff, management representative and approved signatories who could affect the performance or competence of the accredited organization.

20.4.3 Plans to conduct any accredited activities outside the United States.

20.4.4 Change of resources and premises.

20.4.5 Any lawsuit or criminal investigation of the accredited organization or its staff.

20.4.6 Any changes to the scope of accreditation.

20.4.7 Any significant changes in main policies; and

20.4.8 Any other matters that may affect the ability of the accredited organization to fulfil requirements for accreditation.

20.5 Adhere to the rules for the use of the UAF Accreditation Marks and reference to accreditation status.

20.6 Not to use the accreditation status in such a manner as to bring UAF into disrepute and not make any statement related to the accreditation which UAF may consider misleading or unauthorized;



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 20 of 39

- 20.7** Provide reasonable facilities, such as accommodation, cooperation, and access to documentation, inspection methods, test / calibration standards, personnel, inspection site, calibration and testing areas for the assessors and UAF staff, to discharge their duties throughout the assessment process and resolution of complaints. This include reserving a right to visit any certified organizations of UAF accredited certification bodies as a means of verification that audits are properly conducted
- 20.8** Make prompt payment to UAF of all the necessary fees levied by UAF;
- 20.9** Update UAF Certified organization register within 3 working days of issuance of certifications and ensure to send information for not updating the register by email due to technical reasons if any, and also agree to pay a penalty for USD one Thousand for each missed entry at the end of the month.
- 20.10** Upon the withdrawal of accreditation forthwith discontinue its use of reference to accreditation and withdraw all advertising materials which contains any reference to accreditation;
- 20.11** Make a clear and unequivocal statement in all contacts with its customers that a certificate of accreditation in no way implies that the product or service is approved by UAF.
- 20.12** Not represent or hold itself out as being the agent or partner of UAF or make any representations on behalf of UAF.
- 20.13** 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.
- 20.14** Make it clear in all its contracts with clients that the CAB's accreditation, or any of its reports, in no way, by themselves, constitutes or imply that end product or service is approved by UAF.
- 20.15** Endeavour to ensure that valid complaints from third parties are promptly investigated and resolved in accordance with the CAB's policies and procedures for handling complaints.
- 20.16** Use its best endeavors to ensure that no part of its accreditation shall be used by a client, or be authorized by a client for use, for promotional or publicity purposes, in a way that UAF may reasonably consider misleading.
- 20.17** Assist UAF in the investigation and resolution of any complaints made by third parties about the CAB accredited activities.

21. CONDITIONS FOR USE OF UAF ACCREDITATION MARKS

21.1 Layout of UAF Accreditation Marks



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 21 of 39

21.1.1 Reference to UAF accreditation status made by accredited organization using UAF accreditation marks shall indicate with the Certificate Number issued to the accredited organization. Specimens of the UAF accreditation marks are shown as below.

21.1.2 The accreditation marks must be reproduced in the official colors.

21.1.3 The UAF accreditation mark may be uniformly enlarged or reduced, but shall not be less than 15mm in height.

21.2 Use of Mark or Reference to Accreditation in Publicity and Other Materials by Accredited Organizations

21.2.1 An accredited organization may use the UAF accreditation mark on publicity and other stationery materials such as brochures, letterhead paper, quotations and vehicles. However, the use of the UAF accreditation mark or any reference to UAF accreditation in advertising and promotional publications shall be vetted and pre-approved by UAF.

21.2.2 The accredited organization shall:

21.2.2.1 Only claim that it is accredited in respect to those activities which are covered under its scope of accreditation.

21.2.2.2 Only use the UAF accreditation mark for premises covered by accreditation.

21.2.2.3 Not make any statement regarding its accreditation that UAF may consider misleading or unauthorized.

21.2.2.4 Not allow the fact of its accreditation to be used to imply that a product, process, system or person is approved by UAF; and

21.2.2.5 Not use the UAF accreditation mark on any test items, products or literature, or in a way that may be interpreted as denoting product conformity, or permit its certified organizations to do so.

21.2.3 An accredited organization shall upon suspension or withdrawal of UAF accreditation immediately cease:



GENERAL ACCREDITATION REQUIREMENTS

Doc. No.: UAF-GEN-CAB-01

Rev. No.:02 Dt: 12-01-2018

Effective Dt: 01-01-2019

Page: 22 of 39

21.2.3.1 Issue of any certificates or reports, quotations and calibration labels displaying the UAF accreditation mark or containing references to UAF accreditation.

21.2.3.2 Distribution of all items on which the UAF accreditation mark or any reference to UAF accreditation are displayed, and shall ensure discontinued use or distribution of these items.

21.3 Reference to Accreditation Status by Accredited Laboratories

21.3.1 Use of UAF Accreditation Mark on Reports

21.3.1.1 An accredited organization may use UAF endorsement on reports that deal solely with activities covered under the terms of accreditation.

21.3.1.2 The endorsement shall be made by the use of the UAF accreditation mark and it shall include the Certificate Number issued to the accredited organization and the following statement: "The results reported herein have been performed in accordance with the terms of accreditation under the "UAF".

22. RECORDS

UAF shall maintain records on CABs to demonstrate that requirements for accreditation, including competence, have been effectively fulfilled.

UAF shall keep the records on CABs secure to ensure confidentiality. The records on CABs shall be managed appropriately in a manner as described in UAF-PR-02 Records on CABs shall include:

22.1 Relevant correspondence,

22.2 Assessment records and reports,

22.3 Records of committee deliberations, if applicable, and accreditation decisions, and

22.4 Copies of accreditation certificates.