

8 November 2016

Mr. C. Paris
Oxbridge Quality Resources International LLC
1503 South US Highway 301
Suite 36
Tampa
FL 33619
USA

Dear Mr. Paris,

On behalf of LRQA, I confirm the safe receipt of your email dated 1 November 2016 regarding the LRQA Pathway self-assessment tools and the allegation that these breach ISO 17021-1:2015 requirements relating to impartiality and provision of consultancy services.

The Pathway self-assessment tools only provide 'generic information' by informing users what requirements of the standard they need to address. This is in compliance with ISO 17021-1:2015 which specifically excludes the provision of such generic information from the definition of consultancy. Please refer to note 2 of clause 3.3 within the standard itself.

In line with our stated procedures for dealing with any complaints, we have investigated your allegation fully and we are confident that the provision of these services does not constitute a breach of ISO 17021-1:2015.

In parallel, LRQA has informed the United Kingdom Accreditation Service (UKAS) of the allegations made and UKAS will naturally continue to monitor all of our assurance services to ensure their ongoing conformity during routine accreditation audits of LRQA.

LRQA confirms that this response closes the complaint handling process in accordance with ISO 17021-1:2015 cl. 9.8.10

Yours sincerely,



Denis Ives
Technical and Quality Director
Management Systems (LRQA)
Lloyd's Register