

FORMAL COMPLAINT SUBMITTAL ^{r0}

Kristel Pitcher
Regulatory Affairs Director
United Registrar of Systems
Via email to: Kristel.Pitcher@urs-holdings.com
CC: Jackie Burton UKAS at Jackie.Burton@UKAS.com

19 October 2020

1. PREAMBLE

Oxebridge Quality Resources International (Oxebridge) hereby requests formal corrective action in accordance with clauses 4.7 and 9.8 of ISO 17021-1:2015, to include a documented acknowledgement of receipt of this complaint, a thorough and systemic investigation, corrective and preventive corrective action, and notification of actions taken when complete.

NOTE: ISO 17021-1 clause 4.7 indicates that complaints may be issued to certification bodies by “*parties that rely on certification,*” and not only direct clients of the certification body. It furthermore references ISO 10002 in its section on complaints, and ISO 10002 allows for the submission of complaints to certification bodies by “interested parties,” and not just direct customers. Based on this information, Oxebridge asserts its right to submit this complaint not only on behalf of its clients, but on behalf of itself as an interested party and industry stakeholder, directly concerned with the validity of the certificates issued by accredited certification bodies.

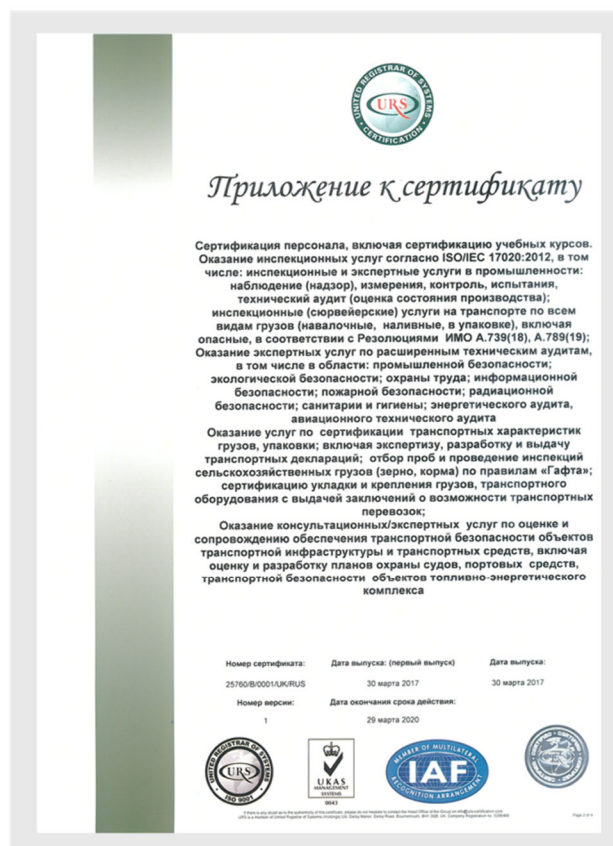
2. APPLICABLE ISO 17021 CLAUSES

The herein complaint relies on the knowledge that United Registrar of Systems (URS) is accredited by the United Kingdom Accreditation Service (UKAS) to ISO 17021-1:2015 for the issuance of ISO 9001 certificates, and therefore URS is subject to the following rules and definitions from ISO 17021-1:

5.2.4 A certification body shall not certify another certification body for its quality management system.

3. EVIDENCE & ALLEGATION

As part of an unrelated investigation, Oxebridge discovered the website for the certification body Russian Register (“RR”) claims ISO 9001:2015 certification by URS. The RR website includes a copy of a recent ISO 9001 certificate issued by QRS, as shown here:




The certificate also appears on the RR website at the following page:
https://rusregister.ru/files/accreditations/RR_Accreditations_eng.pdf

Oxbridge then used the official client search feature on the URS website located at <http://www.ursacademy.org/acb/index.nsf/xpDownloadLogos.xsp> and verified that QRS has issued formal certificates to URS not only for ISO 9001, but also ISO 14001, OHSAS 18001 and ISO 45001.

The URS official page includes the following confirming information regarding the ISO 9001 certificate issued to RR:

Certification Association "Russian Register" (25760)
office 1, 101 Rimskogo-Korsakova pr., Saint-Petersburg
Russian Federation



Other Names (if any)
☐

Congratulations on achieving Registration.

[Please connect here](#) to complete the "Customer Feedback" to aid our performance review.

[Please connect here](#) to obtain your vehicle stickers.

Standard Logo Details

1. ISO 9001:2015 Certified By URS, which is an Accredited Certificate by UKAS


Standard Name	ISO 9001:2015
Scope	<i>Certifications of personnel, including certification of training courses. Provision of inspection services in accordance with ISO/IEC 17020:2012, including: inspection and expert services in industry: supervision, measurements, control, testing, technical audit (production condition assessment); inspection (survey) services on transport for all types of cargo (bulk, liquid bulk, packaged), including hazardous, in accordance with IMO Resolutions A.739(18), A.789(19). Provision of expert services on extended technical audits, including in the scope of: Industrial safety; environmental safety; occupational safety; information security; fire safety; radiation safety; sanitizing and hygiene; energy audits, aviation technical audit. Services on certification of transport characteristics of goods, packaging, including expert assessment, development and issue of transport declarations; sampling and inspection of agricultural products (grain, feedstuff, oil, oilseeds, fats) by "GAFTA" rules, by FOSFA rules; certification of stowage and securing of cargo, including large-size, heavy-lift cargoes, inspection and pre-insurance examinations of military purpose cargos, transport equipment with issuance of conclusions on possibility of transportation. Provision of consulting/expert services on assessment and support in assurance of transport security for transportation infrastructure facilities and transport vehicles, including assessment and development of security plans for ships and port facilities, transport security of fuel and energy complex enterprises</i>



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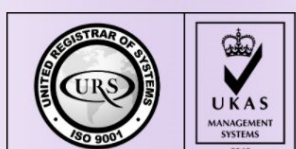
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4. ALLEGATIONS

Based on the evidence presented herein, Oxebridge alleges the following:

URS violated ISO 17021-1 clause 5.2.4 by issuing a quality management certificate in express violation of the requirement that *"certification body shall not certify another certification body for its quality management system."*

Furthermore, URS' internal conflict of interest controls failed to comply with multiple other clauses of ISO 17021-1, including 5.2.1, 5.2.2 and 5.2.3, for having not identified the conflicts of interest associated with issuing the certificate and for openly violating ISO 17021-1.

Oxebridge formally requests that URS perform a proper and thorough investigation to identify the root cause of the problem identified herein. A copy of this complaint is being sent to UKAS, and the issue will be escalated to that AB in the event that you do not properly respond, pursuant to IAF membership rules.

Respectfully,



Christopher Paris
VP Operations
Oxebridge Quality Resources International LLC