



April 22, 2008

Dear Customer,

This letter is to ensure you are notified of pending our accreditation changes that United Registrar Services, LLC. must implement to ensure we comply with the latest industry requirements of 17021.

The certification process required by our accreditation bodies will have an effect on the certification process delivered by all registrars including us at United Registrar Services, LLC. (URS).

The overall aim of your certification is to give a high level of confidence to all parties including your customers that your particular management system certification fulfills all the specified requirements.

Another value of your third party certification is to give public and customer confidence that a third party impartial, competent assessment was performed by an auditing firm like URS and the certification attest to ensure that this trust is maintained over the validity of your certification.

To enhance this even more, the accreditation agencies in our case the TGA, (the auditors who audit us) have adopted ISO 17021 as the basis for accrediting and auditing registrars.

The ISO 17021 standard specifies requirements for certification bodies like URS in much the same way ISO 9001 or other standards specify the basic requirements certified companies must meet. Implementation of the ISO 17021 requirements is intended to ensure that URS operates our management system certification programs in a competent, consistent, and impartial manner.

While most of the changes URS has made to comply with this standard are transparent to you, there are a number of items that may affect future audits and all new certifications.

For instance, URS will now have to conduct certification audits in two stages.

Stage 1 readiness review for new audits.

This change should not impact your company since you are already certified. If you add a new location that is not already certified, the certification audit for this location will be performed in two steps. In some cases (major system or scope changes, e.g.) a two stage audit may be required for recertification.

Stage 2 Audits verify complete implementation of your system requirements.

This audit is conducted in the same manner as you are accustomed to and will not change any of your certification processes or any services that you expect from us. We will be focused on your processes as we review all the requirements of the applicable standards for your company certification.



Root cause analysis as part of audit nonconformance (NCR) closure.

For most audits, this is not a change to current practices. However, the requirement for root cause analysis to be included in NCR closure is now mandated.

We cannot accept a statement of corrective action. We will have to verify that a root cause analysis was performed on the URS issued nonconformance and it is effectively closed.

Surveillance audit scheduling will be based on the last day of the certification audit.

This may cause an adjustment of the due dates for your surveillance and recertification audits. The allowance for scheduling will be minus three months, plus zero, from the last day of your certification audit. For example; if you were registered on **December 31, 2007** your audit must be performed **before December 30, 2008**. We cannot extend any certifications, surveillances or recertification audits.

4) Impartiality

Being impartial, and being perceived to be impartial, is necessary for a certification body to deliver certification that provides confidence. (ISO 17021, 4.2.1)

We have implemented internal steps, such as the establishment of an independent impartiality review board, to ensure the administration of our certification programs is done in an impartial manner. This has always been our policy.

Additionally, URS will implement an auditor monitoring process to assess our URS auditing staff's overall competence, including impartiality. This may involve an on-site witness of the URS auditor's performance, or scheduling of a different auditor for one of your audits.

All of us at URS are committed to providing you and your organization with the highest level of service and quality. To this end, we have embraced the ISO 17021 standard as an input into the continuous improvement of our company and most importantly, our services to you.

If you have any questions, please feel free to contact us at (603)-890-1791 or e-mail us at request@unitedregistrars.com.

Sincerely,

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