

Frequently Asked Questions (FAQs) Change of Accreditation Body

1. What has changed?

Control Union Services S.A.C. (CU Services) has made a change of accreditation body for the certification activities corresponding to the applicable program. This change corresponds to an administrative update related to our accreditation scheme.

2. Is my certification still valid?

Yes. Your certification remains valid and this change does not affect the validity or status of your certification.

3. Do the certification program requirements change?

No. Program requirements, evaluation criteria, audit procedures, and certification rules remain unchanged as a result of this transition.

4. Do I need to pass a new audit because of this change?

No. The change of accreditation body does not imply the performance of additional audits for certified clients.

5. Will I have to sign a new contract?

The one that is currently signed is still in force.

6. Will my current certificate still be valid?

Yes. Your current certificate will remain valid until the effective date of the change of accreditation body.

7. Will I receive a new certificate?

Yes. You will receive a new version of your certificate with updated references to the new accreditation body. The certified information, scope, and validity will not be affected.

8. Will my certificate number change?

No. Their current number will be maintained

9. Will the scheduled audit dates be changed?

No. The scheduled audits will continue to be carried out in accordance with the established plan, unless any modification is expressly reported.

10. Does this change affect the scope of my certification?

No. The scope of certification granted to each customer remains unchanged.

11. Will the assigned auditors change?

No. The assignment of auditors will continue to be carried out in accordance with the usual procedures of competence, impartiality and availability.

12. Can my information in official databases or records change?

Some platforms, databases, or registries associated with the scheme may update the information related to the accreditation body. These updates do not affect the validity of your certification.

13. What happens to certificates issued before the effective date of the change?

From the effective date of the change of accreditation body, certificates issued under the previous accreditation will cease to be valid. Consequently, they may not continue to be used and must be replaced by the certificates issued under the new accreditation.

14. Will there be changes in the evaluation or decision-making processes?

No. The certification processes will continue to be carried out under the principles of technical competence, impartiality, independence and confidentiality.

15. Will the cost of my certification change due to this transition?

No. The change of accreditation body, in itself, does not imply automatic modifications in the economic conditions agreed with customers.

16. Where can I make inquiries about this transition?

All inquiries related to this process must be channeled through the official means communicated by CU in the respective statement.

17. How does CU ensure continuity of service?

CU has implemented a transition and monitoring plan to ensure that the change of accreditation body is carried out in an orderly, transparent manner and without affecting the continuity of certification services or the attention to our clients.

18. What guarantees does CU offer during this transition?

CU remains committed to:

- Technical competence.
- Impartiality.
- Transparency.
- Confidentiality.
- Integrity of the certification process.
- Compliance with applicable program requirements.

19. How will I be informed of future updates?

All official communications related to this transition will be issued exclusively through CU's official channels to ensure consistency and traceability of information.