

## Statement

This statement is about how the CAEQ proposes to deal with fraudulent behaviour by accredited CBs and/or their clients.

Fraud is defined as any intentional misrepresentation, concealment of information or provision of false information to a relevant interested party, resulting in the deliberate violation of accreditation or certification rules.

Fraud can happen in any organization. Fraud in certification can cause the loss of confidence in accredited CBs' services and as well in certified products. It can impact the reputation of all stakeholders of a specific economy and the trust of the consumers and partners.

Therefore, CAEQ developed several procedures to manage fraudulent cases identified at any stage of accreditation activities.

The CAEQ has a policy for reporting suspected fraud by individuals or companies also by implementing a complaint filing system on its website. This is a secure, non-retaliating, and confidential channel for individuals to report suspected fraud.

<https://caeq.ca/complaint/>

Fraud allegations are managed and assessed by several level at the organization. The allegations are discussed in an impartial manner that protects confidentiality. Depending on the severity of the fraud allegation, CAEQ will apply the following sanctions:

- Intensification of surveillance and targeted investigations (including document review and/or additional office or witness assessments).
- Reduction of accreditation scope (category of products and/or offices or countries).
- Suspension of accreditation.
- Withdrawal of accreditation.
- Suspending or terminating the process for initial accreditation or extension of existing accreditation.
- Public notice of scope reduction, suspension, withdrawal of accreditation.
- Investigation and legal actions.

As a member of IAF/IAAC community accreditation network, the CAEQ will operate under a common commitment to investigate, exchange information, and act on fraudulent behaviour.

Recognizing that sometimes fraud, regardless of the environment, cannot be easily detected, the CAEQ is taking several steps to ensure that accreditation fraud will be deterred.