



## ADVISORY 1

### API Procedures Concerning Communications with Third Parties

API is aware that some API licensees utilize consultants and other third parties to assist in the development of management systems for their facilities. API also recognizes that these consultants can provide a valuable service to the industry and can help to expedite the licensing and certification process.

For this Advisory, the term “Program Participant” includes all API Monogram and/or API Quality Registrar (APIQR) licensed, registered, certified or applicant organizations as well as the employees, consultants, and other representatives at these organizations involved in the API licensing and certification process.

API neither approves nor endorses third-party consultants, and a Program Participant’s choice to use or not use a particular consultant’s services shall not affect their status with API. Program Participants are not required to use consultants. API auditors shall not require or recommend consulting services to meet the API program requirements.

The Management Representatives (MR) or other authorized personnel who are the Program Participant’s employees must be appointed by the organization’s management and be employed by the organization on a full-time basis. Consultants hired on a contract or temporary basis do not satisfy this requirement.

This Advisory is intended to notify all Program Participants and the public of API’s procedures for managing communications if a third party is involved in the application or certification process or if a member of the public submits a nonconformance report (NCR) for a faulty product or registers a complaint about a Program Participant. The key elements of this procedure are as follows:

#### LICENSEES, CERTIFICANTS OR APPLICANTS

- API will send all correspondence directly to the Program Participant.
- If requested by the Program Participant, API will also send copies of correspondence related to the certification or application to a third party.
- API will only respond to specific inquiries or questions relating to a Program Participant when the correspondence comes directly from a Program Participant’s authorized employee (i.e., Management Representative, Quality Manager, etc.).
- An authorized employee of the Program Participant must sign all program forms and legal documents; this includes electronic and online forms.
- The Program Participant remains solely responsible for complying with all of the requirements of API’s programs, including but not limited to, responding to correspondence from API.

#### MEMBERS OF THE PUBLIC REPORTING A NONCONFORMING PRODUCT

- API will acknowledge receipt of the NCR and/or the complaint and inform the person filing the NCR or complaint that appropriate action will be taken.
- In any follow-up correspondence, API may ask for additional clarifying information but will not communicate actions taken.

This advisory supersedes any previous version. It is considered part of API’s Program Requirements and is compulsory.