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**GENERAL GUIDELINE FOR
ACCREDITATION CONDITIONS
OF INSPECTION BODIES**

G-02/21
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0.1 Purpose

This document describes the conditions, which have to be fulfilled by accredited Inspection Bodies (IBs) and by Inspection Bodies seeking accreditation with Pakistan National Accreditation Council (PNAC).

0.2 Introduction

Pakistan National Accreditation Council (PNAC) is an autonomous body working under the administrative control of Ministry of Science and Technology. PNAC has the authority to accredit inspection bodies, calibration/testing laboratories, medical laboratories, Certification bodies, and personnel certification bodies etc.

This document gives an overview of the conditions, which an accredited Inspection body (IB) must fulfil. Documents referred are listed at the end of this document.

Accreditation will be provided to those inspection bodies, which are able to produce documented evidence that they comply with the accreditation requirements. Moreover, the IB is required to register as legal entity with the concerned Government authority e.g., SECP before applying for accreditation with PNAC. The inspection body shall fulfil the requirements of technical regulations or adopted standards where applicable prior to application.

Further information regarding the accreditation scheme (s) may be inquired from:

Pakistan National Accreditation Council
1-Constitution Avenue, G-5/2,
Islamabad, Pakistan
Phone: 051 9222310-312
Fax: 051 9209510
www.pnac.org.pk

1.0 Definitions & Abbreviations:

Accreditation

Third party attestation related to a conformity assessment body (e.g. Inspection Body) conveying formal demonstration of its competence to carry out specific conformity assessment tasks.

Accreditation Body

Authoritative body that performs accreditation (e.g. PNAC)

Accreditation Certificate (Certificate of Accreditation)

A formal document provided by PNAC to be used by accredited inspection bodies to indicate their accredited status.


Assessment:

Process undertaken by PNAC to assess the competence of an inspection body, based on particular standard(s) and/or guide(s) and/or other normative documents for a defined scope of accreditation

Assessor:

A person assigned by PNAC to perform, alone or as part of an assessment team, an assessment of an inspection body.

PNAC	Pakistan National Accreditation Council
CAB	Conformity Assessment bodies, e.g., Inspection Bodies, Laboratories etc.
IB	Inspection Body
AIB	Accredited Inspection Bodies
IBAC	Inspection Bodies Accreditation Committee
IAF	International Accreditation Forum
ILAC	International Laboratory Accreditation Cooperation
APLAC	Asia Pacific Laboratory Accreditation Cooperation
PAC	Pacific Accreditation Cooperation
ISO	International Organization for Standardization
IEC	International Electrotechnical Commission
DG	Director General of PNAC

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2. Compliance with requirements.

Accredited inspection bodies shall at all times comply with the requirements for accreditation. The inspection bodies shall adjust to new requirements or alterations in existing requirements within the time limits determined by PNAC. All new applicants seeking PNAC's accreditation are required to meet & comply with the requirements for Accreditation given in this document and other referred documents. As a supplement to the requirements described in this document, the requirements are specified in the documents listed below:

2.1 General requirements:

- ISO/IEC 17020:2012- Conformity assessment — Requirements for the operation of various types of bodies performing inspection. This international standard specifies general criteria for the competence of impartial bodies performing inspection respect of the sector involved. It also specifies independence criteria.

Note: The standard ISO/IEC 17020:2012 can be purchased online from ISO website 'www.iso.org' or can be purchased from National Standard Body i.e., Pakistan Standard Quality Control Authority (PSQCA)

- PNAC Policies
- Accreditation Criteria
- IAF/ILAC & APLAC Policies
- PNAC Doc. F-01/13 Agreement between PNAC and an accredited Inspection Bodies
- PNAC Doc. F-01/14 Fee schedule for IBs
- G-02/21 General Guideline "Accreditation Conditions of Inspection Bodies"

PNAC has the right to formulate and amend the accreditation requirements of Inspection as and when needed.

3.0 Application for accreditation;

Inspection bodies interested to get accreditation by the PNAC may obtain the application form, F 01/10 by sending a request to the IB section of PNAC or can be downloaded from the website (www.pnac.org.pk). Applications in any other format are not acceptable.

The IBs info pack includes the latest copies of the following documents:

- a) F-01/10 Application form for IB
- b) F-02/30 Document review checklist for Inspection Bodies
- c) F-01/12 Applicants Guide for IB
- d) F-01/13 Agreement between PNAC & IB
- e) F-01/14 Fee Schedule for IBs
- f) G-02/21 General Guideline for Accreditation conditions of Inspection Bodies

Any additional information required by the applicant will be provided by the Director IB/Dy. Director IB on behalf of the PNAC, on request.

Before applying for accreditation, the applicant body should fulfill the following conditions:

- a. The applicant should have adequate number of personnel in its “board of Directors” staff with the required qualification, training and experience in the relevant field of inspection for getting accreditation, as described by the council to carry out or supervise the business of inspection.
- b. The applicant IB has operated the inspection process for at least six months or as described by the council and has performed at least two Inspections in each field of applied scope. This is necessary to assess the ability of the IB to carry out the inspection process as per documented system.
- c. The applicant IB has carried out minimum one internal audit against the applicable criteria of accreditation and one management review for the documented Quality system prepared as per ISO/IEC 17020.
- d. The complete Application Form duly signed by the authorized representative/s of the organization should be forwarded to PNAC along with application fee. The application fee is non refundable. Normally the application received is acknowledged within a week to the applicant IB.
- e. The application is reviewed by the IB section for completeness, clarity of accreditation requirements. Any mismatch/gaps are identified and the outcome of the review is communicated to the applicant for further processing to complete the requirements.
- f. Fee schedule along with boarding/logging expenses would be communicated to the applicant IB. Assessment fee will be charged in advance before the visit. Suitable Logistic arrangements including the traveling and boarding etc. would be the responsibility of the IB.

4.0 Criteria for Accreditation:

4.1 Adoption of Criteria;

The PNAC shall adopt and document the accreditation criteria for inspection body based on international standards and guides, supported by the guidance documents released by the International Laboratory Accreditation Cooperation (ILAC), International Accreditation Forum (IAF) & Asia Laboratory Accreditation Cooperation (APLAC). Definitions of various terms related to conformity assessment shall be adopted as per ISO/IEC 17000 and ISO/IEC 17011.

4.2 Amendment to the Criteria

The amendment to the criteria shall be based on the nature of change required. The criteria of accreditation and the guidance documents shall be taken up for amendment based on following conditions individually or collectively,

- a) Any change in the International Standards and/or Guides
- b) Any change in the ILAC/IAF or APLAC Guidance documents for implementation of international standards and/or guides
- c) Feedback from the Peer Review assessment team that warrants amendment
- d) Critical feedback from the implementation of the criteria
- e) Any other reason deemed to be fit by the PNAC

4.3 Communication of changes to the Criteria

Any change in the criteria shall be notified to the accredited / applicant inspection bodies by registered post / other means and a suitable time frame shall be given for implementing the modified criteria. The accredited inspection bodies shall communicate their acceptance in writing by registered post / other means within 30 days of the receipt of the amended criteria. If the communication is not received within 30 days, it will be presumed that the accredited inspection body has accepted the revised accreditation criteria. The implementation of the changed criteria shall be verified during the surveillance assessment of each inspection body. In the event of any major change in the criteria, the PNAC reserves the right to carryout an additional assessment and the fee of such assessment visit and the and the express of the logistic arrangements of team shall be borne by the inspection body. In the event that an accredited inspection body is not willing to adopt the changed criteria, it is allowed to opt out of the accreditation scheme and the accreditation is withdrawn with effect from the date of the implementation of revised criteria.

5.0 Conditions for Accreditation

5.1 Granting of Accreditation

The accreditation is granted to an applicant IB on completion of assessment process and after the following conditions has been met by the applicant body

- a. The applicant has the inspection system in operation for at least six months or as described by the council before the office assessment is taken up.
- b. The applicant meets the criteria of accreditation and all non-conformities found against the criteria of accreditation during assessment have been closed to the satisfaction of the PNAC in accordance with the guidelines on the subject.
- c. There are no adverse reports / information / complaints about the applicant regarding the quality and effectiveness of implementation of inspection system as per the defined criteria of PNAC.
- d. The applicant body has paid all the outstanding dues.
- e. The initial accreditation shall be for a period of 3 years. Subsequent renewals are for a period of 3 years subject to satisfactory operation of accredited inspection scheme and a reasonable number of PNAC accredited certificates being issued by the IB.
- f. PNAC would publish it in its newsletter / website, grant of any new accreditation for information.

5.2 Surveillance and renewal; Updating of Quality Manuals and related Documents

PNAC will perform regular surveillance of the accredited inspection body preferably within 12 months after the first assessment to verify that the requirements for accreditations are met. Requirements for new applicants, as given in section 3.0 in this document, are also valid for already accredited inspection bodies.

During the assessment the IB's key personnel shall be available whole time for the assessment team. The management of the organization shall be present at the closing meeting.

The accreditation is renewed after three years, normally followed by two surveillances. The



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~~reassessment is comprehensive as a first time assessment. In addition PNAC may accomplish further surveillance activities, when required.~~

Accredited inspection bodies shall send its updated versions of relevant documents before an ordinary surveillance or renewal visit. However, PNAC may omit the pre-assessment of the pre accredited inspection bodies after review of documents.

The following documentation shall be sent directly to the IB section of PNAC not later than 4 weeks before a surveillance and renewal visit, if nothing else is agreed on by PNAC.

- a. Copy of the quality manual including Appendixes,
- b. Copy of procedures
- c. An index of other documents and forms in the quality system,
- d. Scope of accreditation
- e. Education and work experience (CV's) of new inspectors.
- f. List of technical experts (internal, external)
- g. Copy of reports from internal audits and management's review performed last year,

Regarding substantial changes in e.g. the quality system, or by renewal of accreditation, the IB shall fill and send a checklist to PNAC.

5.3 Application for Extension.

Accredited Inspection bodies may apply for extension of the accreditation, when required. When applying for an extension the IB has to send a completely filled application form together with the necessary appendixes.

If the application of extension is received by PNAC before two months of an ordinary surveillance or renewal, the application for extension will be treated normally during the planned visit. In such cases fully documentation for evaluation of the application (procedures and other relevant documents must be sent to PNAC within 4 weeks before the date of the planned visit.

5.4 Access to Premises and Availability of Documents.

It is in the responsibility of IB to arrange necessary access to their premises and to all relevant documentation to the representatives of PNAC.

Necessary access means access, which is necessary to be able to verify in accordance to the requirements in the relevant requirement-standard.

Relevant documentation means documentation, which gives support in the evaluation according to relevant requirement-standards, including the documents, concerning the work done by the IB. Relevant documentation shall be available to PNAC on request as soon as possible.

At the time of assessment, the IB should schedule their normal activities in a way so that the assessment team can perform accordingly.

In normal practice PNAC gives suitable time before visit. However, PNAC is not bound in

case of a surprise visit as and when required.

Documentation and premises shall be accessible for staff employed by PNAC as well as the assessors/ experts, who is engaged by PNAC through acceptance by the IB.

5.5 General Information Obligation

Accredited inspection bodies shall keep inform PNAC all the times regarding changes in the organisation which may influence the organisation's ability to comply with the terms of accreditation. The IB shall inform PNAC immediately if there is change in:

- a) Legal status, ownership, name, E-mail address, phone, fax no, etc.
- b) The organization, management and key personnel, i.e. quality manager, technical manager etc.
- c) The quality system if that is significantly amended or changed.

5.6 Use of the Pakistan National Accreditation Council Logo, and reference to the accreditation.

Accredited inspection bodies are requested to use PNAC's logo. Use of PNAC's logo and reference to accreditation shall be in accordance with PNAC's requirements G-02/02.

The Inspection bodies should have rules for how they refer to the accreditation in advertising materials and in other connections.

5.7 Accreditation Fees

Applicants and accredited inspection bodies are obliged to pay fees in accordance with the existing fee document for the services performed by Pakistan National Accreditation Council. PNAC has the right to revise accreditation fees annually/bi-annually.

5.8 Sanction when failing to comply with the conditions

If the accredited inspection body fails to comply with the requirements for accreditation, PNAC can put in effect one or more of the following sanctions, depending on how serious the non-compliances are:

PNAC will evaluate the sanctions applied. When it is necessary to do withdrawals, instructions of corrective actions and/or suspension shall be used first if PNAC finds that appropriate.

The sanctions can be described as following:

- I. Instructions corrective actions (non-compliances).
- II. Suspend the accreditation or parts of it
- III. Withdraw the accreditation or parts of it

1) Instructions of corrective actions (non-compliance).

PNAC can require that the Inspection Body (IB) would correct the non-compliance within a specified date. If the IB wishes to keep the accreditation, it must prove that the non-compliance has been closed satisfactory within the specified time limit. PNAC may also decide an extraordinary visit to the IB to check the satisfactory implementation of the corrections.

II) Suspension:

- a) If the non-compliance is not corrected within the specified time, or if the non-compliance is substantial, the accreditation – or part of it- can be suspended for a limited time. A suspension is a blocking of the IB's accredited activity because of serious deficiency in fulfilling the requirements set by PNAC.
- b) An IB can ask to be **suspended** on voluntary base. An argument for this voluntary suspension can be i.e. that the IB itself register that the requirements for accreditation are not fulfilled.
- c) Suspensions are time limited upto 3 months, but PNAC may prolong the limit up to 6 months according to the condition of non-compliance.

The accreditation can be re-established by PNAC if the conditions of suspension have been improved in a satisfactory way within the specified time limit. This would be decided by Director IB either alone or if needed in consultation with the lead/technical assessor to lift suspension without a visit.

III) Withdrawal of accreditation or part of it:

If the IB does not want to or is unable to correct the non-compliances, within the specified time limit, or the non-compliance is very serious and the IB has no longer necessary facilities, manpower likes, managers, inspectors to carry out accredited scope, the accredited scope or parts of the scope will be withdrawn. In this case the IB's accreditation is terminated by the withdrawal. By the termination of the accreditation, the IB is required to return the accreditation certificate and the accreditation documents to PNAC.


If parts of the accreditation are withdrawn then IB shall hand over accreditation documents to PNAC for destruction or alteration. The IB shall not be allowed to carry out accredited services within withdrawn areas of accreditation.

If the accreditation is fully or partially withdrawn, the IB shall inform in writing to its clients concerned about the consequences. A copy of this information shall be sent to PNAC.

In the case of withdrawal or suspension, paid fees will not be refunded. The IB shall be bound to pay all the incurred costs. During a period of suspension the regular fees shall be paid as normal.

Before the final decision to suspend or withdraw accreditation, the IB will be given a notice and the opportunity of a hearing, except in case of clause 5.2 of P-12/01, where immediate suspension is needed due to unsatisfactory performance.

Appeals on decisions concerning sanctions can be made.

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5.9 Transferring of Accreditation.

In cases where accredited inspection bodies wishes to transfer an accreditation from one organization to another by purchase, merger, and changes of name etc., should inform PNAC in writing.

The transfer implies that an assigned accreditation may be transferred from one organization to another organization. Normally the same accreditation number will be adopted.

Conditions for approval of transmission are as follows:

- a) The system of performance of the accredited scope shall not be changed in principal and the changes shall not be in conflict with the accreditation conditions.
- b) The changes do not lead to weakening of the quality of the work or the integrity of the organization.
- c) The changes have no influence on fulfilment of the requirements of accreditation.
- d) The transferring of accreditation does not mislead the market.
- e) The organization obliges the responsibility towards customers and PNAC.
(This implies that in the transmission process there should be a clearly defined legal body which is responsible towards the satisfaction of customers and PNAC throughout the process).
- f) The changes should not be in conflict with Pakistan's laws.

If transmission is requested the accredited IB should send an application by title of **“transmission of the accreditation”**. The application must include:

- g) Complete description of the background of the application.
- h) Clear and precise description of new legal status and its relevant evidence.
- i) Description of possible changes in the quality system.
- j) Company-attestation
- k) Binding statement from the new owner/management that they will fulfil the requirements for accreditation.
- l) Binding statement from the new owner/management that the possible relevant responsibility is taken over from the one the accreditation was transmitted from (e.g. abidance of offers which are already contracted make for delivery of accredited services).
- m) Plan for updating of the quality manual, procedures, catalogues, and other affected documents (e.g. change of name).
- n) Updated relevant information regarding necessary contract of employments, agreement with subcontractors etc.

In accordance with the conditions of transmission, PNAC will decide whether verification is required at the location of the applicant or transmission may be declined on the basis of evaluation of the received documents.

In the cases where changes will lead to a new accreditation certificate and accreditation document the one who is accredited have a duty to return the earlier edition of these to PNAC when the transmission is declined.

5.10 Notice to relinquish / dissolve

An accredited inspection body may terminate its accreditation, without any argument, with a 2 months notice in writing to PNAC. In special cases this period might be shortened.

If the organization is dissolved, it has a duty to immediately inform PNAC, which will withdraw the accreditation at once. The requirements, which are described in this document regarding withdrawing, are valid. The same requirements are valid if the IB for different reasons has to reduce the accreditation size.

5.11 Financial Responsibility in connection with accreditation

PNAC should not be held responsible for the inspection body's obligations towards their clients.

5.12 The Right to Appeal against Decisions made by PNAC.

Any appeal against PNAC's decisions must be presented to PNAC within 3 weeks after the IB received PNAC's decision. PNAC shall perform the necessary investigations and may annul or alter the decision, or reject the complaint. If the decision is not altered, PNAC shall send all documents concerning the matter to the Appeal Committee. The Appeal committee recommends to DG for decision.

The inspection bodies have the opportunity to appeal anytime towards PNAC's activities, e.g. executive work and interpretation of the requirements for accreditation. Appeals must be sent in writing. During handling of appeals the given deadlines for closing of non-compliance shall be postponed.

6.0 Accreditation Scopes and Norms for witness audits

6.1 Witness audit plans for initial assessment/ reassessment/scope extension

PNAC will conduct witness audit for each field of inspection applied for accreditation. Categories/fields for accreditation scope is defined in this guide at para 6.6 of this guideline.

PNAC shall have an access to make witnessing of inspections carried out by the inspection body. The inspection body shall provide access to the process of inspection for witness on request of PNAC. Accredited IB will inform their customers when the witness activities are requested at the premises of the customer.

Usage of witnessing in connection with application of extension of scope could be relevant for those;

- Applicant who has limited experience of inspections within the applied accreditation area.
- Applications on extension of areas of business that does not have a close relation to the already accredited areas of business.

Eventually witness is carried out prior to the final decision on extension of the accreditation. PNAC will decide about the criteria of witnessing.

Normally PNAC will perform one annual witnessing of each field of inspection performed by the inspection body. PNAC will choose the activity which should be witnessed. The IB shall forward its updated list of planned inspections to PNAC on request for the accomplishment of effective witnessing.

In case of witnessing of inspection, the IB shall send summary showing the client's of industrial sector, the CV of inspectors, planned time, the field of inspection to PNAC.

The inspection body bound to provide resources conditions to enable PNAC to carry out these witnessing.

6.2 Witness audit plans for surveillance assessments.

Witnessing is a part of the surveillance program. The witness audit plans would depend on various factors including the number of inspectors employed / empanelled by the IB and inputs from any office assessment. PNAC may demand to witness a specific inspector or any field of inspection at any time. Witness will be performed at site.

6.3 Use of Technical Assessor/Expert:

PNAC will use the services of technical assessor/experts in relevant field of inspection for witness the competence of inspectors and/or for office assessment where required. These experts are empanelled by PNAC and will be the part of PNAC assessment team as per the requirements of accreditation standard. IB/Clients of the inspection bodies may request to change the expert. Reasons for such changes must be given.

6.4 Inspectors competence

This guide provides the scope classification used by PNAC for its accreditation program which may serve as a starting point for determining inspector competence. However, it should be recognized that the technical areas in which an IB operates and where competence needs to be demonstrated, the IB is required to be more specific than the broad description, given in this guide.

PNAC requires that the IBs should define their inspector competence criteria in terms of knowledge and skills as identified in the initial competence analysis done by the IB. the knowledge would also include applicable regulations & statutory requirements, if any. In the absence of basic educational qualification relevant to the technical area, the IB is required to demonstrate how the knowledge requirements identified for the technical area have been met by the qualified inspector.

6.5 Restrictions in Scopes


Based on the available competence and / or the recommendation of the assessment team, PNAC may decide to restrict grant of accreditation to a part of the broad scope sectors described at 6.6 of this guide.

6.6 List of Accreditation Scopes

The inspection body may apply for accreditation of any type of inspection work in accordance with requirements of ISO/IEC 17020. The following are categories for accreditation scope as a guideline. The IB can apply for other inspection field (s), even not listed in this guide.

Categories for accreditation Scope of Inspection Bodies

Category 1	Pre-Shipment Inspections
1. Field	Agricultural Product
Sub-fields	<p>I) Livestock:</p> <ol style="list-style-type: none"> 1. Meat (Beef, Mutton, etc.) 2. Meat products (cooked or fresh) 3. Milk /Dairy 4. Dairy Products (Butter, Oil, etc.) 5. Wool <p>II) Crops:</p> <ol style="list-style-type: none"> 1. Grain (wheat, Rice, Corn, Pulses, etc.) 2. Grain Products (Cereals, Snacks, Bakery Items, etc.) 3. Cotton fiber
2. Field	Manufactured Goods
Sub-fields	<ol style="list-style-type: none"> 1. Fabricated metal components and products 2. Moulded polymers and composites 3. Electrical and electronic products 4. Telecommunication devices 5. Food and beverages 6. Textiles and textile products 7. Refractories and ceramics 8. Timber products 9. Footwear 10. Toy & nursery products 11. Pharmaceutical products 12. Automotives and components 13. General manufactured products
3. Field	Natural Resources and Refined Products
Sub-fields	<ol style="list-style-type: none"> 1. Ores and minerals 2. Ore concentrates 3. Energy minerals or materials, incl coal and coke 4. Gas, petroleum and petrochemical products 5. Timber 6. Biofuel 7. Metallurgical products, incl precious metals and minerals 8. Fertilizers and other chemicals 9. Rubber

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4. Field	Reused and Recycled Products	
Sub-fields	1. Scrap metals 2. Paper 3. Plastics 4. Concrete	
Category 2.	Industrial Equipment	
5. Field	Pressure equipment	
6. Field	Lifting and lifted equipment	
7. Field	Lifting devices	
8. Field	Lifted equipment	
9. Field	Rigging	
10. Field	Elevators and lifts	
11. Field	Conveyors	
12. Field	Forklifts	
13. Field	Mobile equipment	
14. Field	Industrial machinery	
15. Field	Explosion-protected equipment	
16. Field	Construction equipment	
17. Field	Fabricated assemblies and structures	
18. Field	Electric generators, motors and related equipment	
19. Field	Power transmission equipment	
20. Field	Pressurized machines	
21. Field	Storage tanks	
Category 3	Building & construction Materials and Products	
22. Field	Building products	
23. Field	Underground conduits	
24. Field	Steel fabricated structures and assemblies	
25. Field	Concrete structures	
26. Field	Fire protection equipment	
27. Field	Playground equipment	
Category 4	Non Distractive Testing (NDT)	

7.0 List of Accreditation Criteria:

These guidelines for particular inspection activities are available on PNAC web: www.pnac.org.pk, such as

G-2401 Accreditation Criteria for Inspection of Electrical Equipment

G-2402 Accreditation Criteria for In-service Inspection of Lifting Equipment

G-2403 Accreditation Criteria for Inspection of Local Exhaust Ventilating _LEV

G-2404 Accreditation Criteria for Inspection bodies performing NDT

G-2405 Accreditation Criteria for In-service Inspection of Power Presses

G-2406 Accreditation Criteria for In-service Inspection of Pressure Systems

G-2407 Accreditation Criteria for In-service Inspection of TPRs

G-2408 Accreditation Criteria for Inspection of Food Inspection Bodies

G-2409 Accreditation Criteria for the Inspection of Electrical Equipment

G-2410 Accreditation Criteria for the Inspection of L V E Installations

G-2411 Accreditation Criteria for the Inspection of Non-public HV E System

9.0. References

- (1) ISO/IEC17011 Conformity assessment — General requirements for accreditation bodies accrediting conformity assessment bodies.
- (2) ISO/IEC 17020- Conformity assessment — Requirements for the operation of various types of bodies performing inspection.
- (3) PNAC- G-02/02 Regulations on the use of PNAC's logo and reference to accreditation
- (4) F-01/10 Application form for IB
- (5) F-02/30 Document Review for Inspection Bodies
- (6) F-01/12 Applicants Guide for IB
- (7) F-01/13 Agreement between PNAC & IB
- (8) F-01/14 Fee Schedule for IBs

Other Related Documents:

Documents published by PNAC are available on Internet: www.pnac.org.pk

Documents published by ILAC are available on Internet: www.ilac.org/

Documents published by IAF are available on Internet: www.iaf.nu/

Documents published by APLAC are available on Internet: www.aplac.org