



## Laboratory Rights and Responsibilities for AASHTO re:source Assessments

The following list summarizes some of the key components of your laboratory's rights, responsibilities, and requirements for participating in an assessment with AASHTO re:source. By requesting an assessment from AASHTO re:source, you certify that you have read and agree to comply with items 1 through 10 listed below. If there are any exceptions that you would like to note, please enter them into the comments at the end of the AASHTO re:source Assessment Request Form.

By requesting an assessment from AASHTO re:source, you hereby agree to the following:

1. Adhere to AASHTO's [Duty of Care](#) policy for on-site assessments, including:
  - a. Provide the safety policies and guidelines relevant to the assessment and specific to the site and company undergoing assessment by AASHTO. This information shall be shared with the laboratory assessor(s) visiting the facility prior to their arrival.
  - b. Immediately report to AASHTO any exposure of the laboratory assessor to an individual with suspected or confirmed COVID-19. Also, the laboratory shall immediately report when a laboratory employee who worked with the AASHTO assessor begins [exhibiting COVID-19 related symptoms](#).
2. If the laboratory is seeking accreditation, the laboratory must comply with the requirements for accreditation set forth in the [AASHTO Accreditation Procedures Manual](#).
3. The laboratory agrees that severe cases of misrepresentation of the laboratory testing facilities, personnel, equipment, or records, could lead to refusal of service (See the [AASHTO Accreditation Policy and Guidance on Refusal of Service](#)). The laboratory certifies that:
  - a. All testing equipment presented during the assessment is owned by the laboratory and maintained at the location that is being assessed. Testing equipment presented has not been shared with or borrowed from another laboratory.
  - b. All personnel interviewed and observed during the assessment are full-time at the laboratory location that is requesting the on-site assessment in accordance with [AASHTO Accreditation Program Procedures Manual](#). Situations that have been approved and are in conformance with the [AASHTO Accreditation Policy and Guidance on Multi-Site Personnel](#) are considered to be in conformance with this requirement.
  - c. All testing and quality system policies, procedures, and records submitted for review during the assessment are the property of the laboratory and have not been falsified. Additional information may be found in the [AASHTO Accreditation Policy and Guidance on Addressing Falsified Records Issues](#).
4. The laboratory agrees to comply with AASHTO re:source representative's requests to review records, equipment, and speak to laboratory staff during the assessment.
5. The laboratory agrees that all personnel involved with the assessment will agree to the [AASHTO Code of Conduct](#), specifically:
  - a. Contribute to a collegial, inclusive, positive, and respectful environment.
  - b. Consistently show respect to others and never take any inappropriate actions based on race, gender, age, religion, ethnicity, nationality, sexual orientation, gender expression,

gender identity, marital status, political affiliation, presence of disabilities, or educational background.

- c. Interact with others in a cooperative and respectful manner, never using insulting, harassing, or otherwise offensive language in their interactions. Disruptive, harassing, or inappropriate behavior toward other AASHTO staff, Association members, and meeting and event attendees, is unacceptable. Personal boundaries set by others must be observed. Harassment of any kind, including but not limited to, unwelcome sexual advances and other verbal or physical harassment will not be tolerated.
  - d. Obey all applicable laws and regulations of the relevant government authorities while acting on behalf of AASHTO; obey all applicable laws and regulations of the relevant government authorities while attending AASHTO meetings and events, and comply with all applicable safety guidelines.
6. The laboratory agrees that all quality system documentation must be provided in English, and an appropriate English translation of pertinent documents must be provided. All on-site assessments are conducted in English. If necessary, an interpreter must be provided to facilitate the assessment. It is the responsibility of the laboratory to communicate with AASHTO re:source that an interpreter will be required prior to scheduling the assessment. All costs associated with hiring an interpreter or translating quality management system documentation will be the responsibility of the laboratory.
  7. The laboratory agrees to pay all applicable fees for services rendered in accordance with rates published on the [aashtoresource.org](https://www.aashtoresource.org) website.
  8. The laboratory agrees not to record any audio or video of any portion of the assessment.
  9. For remote assessments:
    - a. The laboratory must comply with the technical requirements for internet speed, video quality, and audio quality as outlined in the [Policy and Guidance on Remote Assessments](#). Failure to comply with these requirements may result in postponement or cancellation of the remote assessment.
    - b. The laboratory certifies that the physical location provided to AASHTO re:source in all documentation is the true location of the facility undergoing a remote assessment.
    - c. The laboratory certifies that all video shared during the assessment is streamed on site at the laboratory's facilities and provides an accurate representation of the laboratory's testing areas.
    - d. The laboratory agrees to comply with AASHTO re:source representative's requests during the video portion of assessment, including, but not limited to, review of labels or serial numbers on laboratory equipment, adjustment of camera viewing angles, or zooming and panning of the video camera.
  10. The laboratory agrees that non-compliance with any part of this document at any point may lead to cancellation of the assessment by AASHTO re:source. AASHTO re:source reserves the right to collect any fees for services rendered if the assessment is cancelled due to non-compliance with any part of this agreement.

AASHTO re:source ensures that all information obtained from laboratories is held in confidence except for these situations: 1) sharing the information is necessary for delivering AASHTO Accreditation services; 2) collaboration with CCRL (if relevant); 3) approval has been provided by the laboratory to share the information with a third party; or 4) the laboratory has done something illegal or unethical that must be reported to law enforcement, a professional board, or a local jurisdictional authority. This includes documents reviewed and findings noted during remote assessments. Additional information may be found in the [AASHTO Accreditation Program Procedures Manual](#). AASHTO re:source will not record any audio or video of any portion of the assessment. AASHTO re:source representative make take photographs of equipment or records during the assessment as objective evidence of conformance or non-conformance to stated standard requirements. These images will never be used by AASHTO for any other purpose without explicit permission from the laboratory.

The laboratory reserves the right to refuse to perform any actions that violate their organizational, local, or national safety policies or regulations during any portion of the remote assessment. However, objection to perform testing or other actions required to be observed for the purpose of delivering assessment or AASHTO Accreditation services will result in AASHTO not being able to deliver those assessment or AASHTO Accreditation services.