

# FAQ FOR NSF ASSURANCE PILOT PROGRAM: SUSTAINABLE ASSESSMENT OF PROFESSIONAL SERVICES



## What is a pilot?

A pilot program is an opportunity to test the standard and program documents on the ground and with a diverse group of participants. The pilot phase is a flexible process that supports open communication and an opportunity for all participants to voice their needs and shape the final program.

## Who can participate in the pilot?

Pilot participation is open to:

- > Professional Service Organizations
- > Purchasers of Professional Services
- > Certification Bodies

If you're unsure about whether you fit into one of these categories, please reach out to NSF at [assurance@nsf.org](mailto:assurance@nsf.org) and we will be happy to assist you in making this determination.

## Why should I participate?

- > The program is based on an ANSI approved standard, NSF/ANSI 391.1 General Sustainability Assessment Criteria for Professional Services
- > The standard was developed in an open consensus multi-stakeholder process
- > First sector-specific points and performance based solution
- > Triple bottom line (environmental, social and economic) plus supply chain
- > Minimum program requirements plus KPI points
- > Specific to professional service sector – for professional services by professional services
- > Simplifies purchasing by incorporating ISO, GRI, UNGC, regulatory initiatives, etc.

## What is the value of participation in the pilot?

By participating in the pilot program, you have an opportunity to shape the final assurance program for sustainable assessment of professional services.

- > Professional Service Organizations: Pilot participants have an opportunity to showcase their leadership in sustainability by being one of the first few organizations to achieve conformance. As a pilot participant you have a chance to test out the metrics and provide feedback that will help shape the final program. This is an invaluable opportunity to see how your organization currently aligns with the sustainability requirements of the standard and make adjustments as needed.
- > Purchasers of Professional Services: As a purchaser your adoption of the assurance program is a key driver that supports the implementation of the program. Your feedback is important in helping professional service organizations understand where the program requirements are being adopted and what is required to support your purchasing needs. You will also have a chance to shape the final program and identify tools that NSF can create to support easier purchasing
- > Certification Bodies: Certification Bodies (CBs) are key to supporting consistency in the market and supporting the efforts of professional organizations seeking compliance with the program. Your feedback will ensure that appropriate tools and guidance is created to help drive consistency and quality.



## **Will I be eligible to earn certification during the pilot phase?**

During the pilot program we will be discussing how to recognize organizations that demonstrate compliance to the standard. We will be seeking feedback from all pilot participants to determine how certification may be provided in a way that upholds the highest level of quality and maintains the integrity of the program.

## **How can I communicate my involvement in the pilot program?**

Throughout the pilot phase, NSF International will work with you to create and approve any pilot messaging.

## **How do I participate in the pilot?**

Here is a brief overview of the steps you will need to complete:

1. Reach out to [assurance@nsf.org](mailto:assurance@nsf.org) or sign up on our website to learn more about the pilot program or express your interest in participating.
2. Review the NSF/ANSI 391.1 Standard and become familiar with the requirements.  
*We recommend performing a preliminary internal evaluation to determine how your organization meets the requirements of NSF/ANSI 391.1.*
3. Email NSF International at [assurance@nsf.org](mailto:assurance@nsf.org) to obtain a list of participating Certification Bodies and identify which one you want to work with.
4. Contact the Certification Body to begin the onboarding process.
5. Collect your documentation and submit it to your approved Certification Body.
6. Successfully complete a pilot audit by an NSF approved Certification Body and receive recognition.
7. Work with NSF to communicate your achievement and participation in the pilot.

## **Is there a cost for participating in the pilot?**

There is no cost for participating in the pilot; however, if an organization is seeking recognition to demonstrate their compliance to the standard, there will likely be a fee associated with that recognition status. Please see the section below for cost of Certification Body evaluation.

As noted above, during the pilot program we will be discussing and soliciting your feedback on various options to recognize organizations that demonstrate compliance to the standard. Once the path for recognition is defined for the pilot, NSF will work with each Certification Body to support their implementation process. Since each Certification Body sets their own pricing, they will provide their individual fee structure to you.

## **Is there a cost for a Certification Body evaluation of a professional service organization during the pilot?**

Yes, if a professional service organization is seeking an evaluation by a Certification Body in order to demonstrate compliance, there will be a cost associated with the service. Certification Bodies set their own pricing and will provide their individual fee structure to you. Please contact NSF at [assurance@nsf.org](mailto:assurance@nsf.org) to obtain a copy of approved Certification Bodies.

## **How do I find an approved Certification Body?**

You can email NSF International at [assurance@nsf.org](mailto:assurance@nsf.org) to obtain a list of participating Certification Bodies.

If you have identified a Certification Body but they are not listed on NSF International's participating Certification Body registry - have your Certification Body contact NSF International at [assurance@nsf.org](mailto:assurance@nsf.org) in order to begin the onboarding process.

## **Can any Certification Body participate in the Assurance Program?**

Yes, it is open to any Certification Body. Email NSF International at [assurance@nsf.org](mailto:assurance@nsf.org) to begin your approval process.

## **NSF INTERNATIONAL**

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