

## **Impartiality Policy**

### **Definition:**

Impartiality means *not favouring one side over another*.

Assessment Services hereby confirms its implementation of, and adherence to, the following impartiality policy:

### **1. Commitment to Impartial Certification**

1.1 Assessment Services will ensure the integrity and value of its certification services. These services will be accessible to all users and delivered in a manner that preserves:

- Impartiality
- Objectivity
- Independence
- Freedom from conflict of interest
- Freedom from bias or prejudice
- Neutrality
- Fairness and open-mindedness
- Even-handedness, detachment, and balance

### **2. Separation from Consulting Activities**

2.1 Assessment Services, including its assessors, shall not participate in:

- Designing,
- Implementing,
- Maintaining (including internal auditing)  
any management systems of its certification clients.

2.2 Furthermore, Assessment Services shall not provide certification to any customer it has assisted in these activities in the **two years** prior to the certification.

### **3. Promoting Confidence in Certification**

3.1 Assessment Services is committed to instilling confidence among clients and other stakeholders by upholding the following principles:

- Impartiality (and protection from its threats such as self-interest, self-review, familiarity, and intimidation)
- Competence
- Responsibility
- Openness
- Confidentiality
- Responsiveness to complaints

## 4. Risk Management and Conflict of Interest

4.1 Assessment Services recognises that conflicts of interest may arise from relationships involving:

- Staff
- Sub-contractors
- Assessors
- Other affiliated individuals or organisations

4.2 To address this:

- A thorough risk assessment shall be conducted.
- Actions will be taken to eliminate or minimise identified risks.
- This risk management process is continuous and overseen by the Board and through the Management Review process.

## 5. Supporting Procedures

5.1 Assessment Services shall maintain up-to-date operating procedures that actively support impartiality across all certification activities.

## 6. Insurance Provision

6.1 Following consultation with its insurance brokers, the Directors of Assessment Services have agreed to maintain the following insurance cover:

- **General Insurance:** Minimum £100,000
- **Professional and Legal Liability:** £2 million
- **Public Liability:** £5 million

6.2 These provisions are reviewed regularly and updated as needed.

## 7. Continual Evaluation and Stakeholder Feedback

7.1 Assessment Services will continually evaluate its systems, procedures, and practices to ensure impartial certification.

7.2 Stakeholders are encouraged to submit comments, proposals, or observations for improvement. Interested parties include:

- Applicants to the scheme
- Assessment Services assessors and staff
- Certified organisations
- Governmental authorities

All feedback should be addressed to the Director(s).

## **8. Independence from Consultancy Organisations**

8.1 While Assessment Services may cooperate with external organisations for the benefit of clients, it maintains strict independence from:

- Management system consultants
- Product system consultants

8.2 Assessment Services will:

- Not affiliate directly or indirectly with consultancy bodies
- Actively correct any misleading claims suggesting that cooperation with a consultant may influence the certification process (e.g., making it simpler, faster, easier, or cheaper)