



Impartiality Policy Statement

Impartiality is one of the cornerstones of certification and is of utmost importance in maintaining the trust that stakeholders and customers should expect. CARES strongly adheres to the requirement of ISO/IEC 17021-1:2015 and ISO/IEC 17065:2012 that certification shall be undertaken impartially. The maintenance of impartiality is a key priority within CARES.

CARES is a profit-for-purpose distributing company, structured in such a way as to ensure that impartiality is not compromised by commercial, financial or other pressures.

CARES does not engage in any activities which could compromise its impartiality; it does not provide consultancy. It does not have links with companies providing consultancy to the sector, and it does not promote the services of any such company.

CARES applies its policies and procedures in a non-discriminatory way, and its services are available to all. Eligibility is not dependent on membership of an association or geographic location, or subject to any limitation of insurance or national legislation.

The impartiality and objectivity of the certification services that CARES provides is tightly controlled. All CARES personnel and externally contracted assessors are required to declare any potential conflicts of interest. CARES takes full regard of this information to ensure the objectivity of the services that it provides. Certification decisions are made by competent persons independent of the assessment of the company under review.

The CARES Board evaluates potential risks to its impartiality on an on-going basis. Where any such risks are identified, CARES shall put appropriate measures in place to eliminate or minimise them. These measures are then monitored for effectiveness.

In the event that customers or other stakeholders have concerns regarding the impartiality or objectivity of CARES, CARES has non-discriminatory procedures in place for handling complaints and appeals.

Lee Brankley | CEO