



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 is committed to adhering to the stringent requirements of ISO/IEC 17021-1:2015, EN ISO/IEC 17029 and ISO/IEC 17065:2012, ensuring that all certification processes are conducted with complete impartiality. The company has implemented and rigorously upholds a comprehensive set of measures and principles to guarantee the integrity and trustworthiness of its certification processes.

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.

CARES is committed to safeguarding the impartiality, independence and objectivity of all certification, validation and verification activities. Impartiality risks are identified, analysed, evaluated, monitored and documented on an ongoing basis, including potential conflicts arising from relationships, activities, personnel and commercial interests.

All CARES staff, committee members and externally contracted personnel are required to declare any actual, potential or perceived conflicts of interest. CARES reviews and acts upon this information to ensure that impartiality is maintained and that certification, validation and verification activities are undertaken objectively and without undue influence.

Certification decisions, validation conclusions and verification statements are made by competent persons who have not participated in the assessment, validation or verification activities upon which those decisions or statements are based. CARES maintains procedures and organisational controls to ensure decisions and outcomes are based solely on objective evidence and are free from commercial, financial or other pressures that could compromise impartiality.

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