

## Impartiality Policy Statement of AERSSC

Impartiality is one of the cornerstones of accreditation, and is of utmost importance in maintaining the trust that stakeholders should expect from accreditation. AERSSC strongly adheres to the requirement of *ISO/IEC 17011: 2017 'Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies'* that accreditation shall be undertaken impartially, and the maintenance of impartiality is a key priority at all levels within AERSSC.

AERSSC is a non-profit body that is organized in such a way as to ensure that impartiality is not compromised by commercial, financial or other pressures.

AERSSC does not engage in any activities which could compromise its impartiality; it does not provide consultancy to conformity assessment bodies, nor does it undertake any conformity assessment activities itself or have links with bodies providing consultancy to the conformity assessment sector, and it does not promote the services of any such body.

AERSSC does provide training to external parties although these courses are confined to the provision of generic information that is available in the public domain. Additionally, AERSSC can provide advisory services in its area of expertise to stakeholders provided this does not constitute any conflict of interest with AERSSC role as Accreditation Body. Such services are normally provided to help for the development of quality infrastructures in the country.

AERSSC applies its policies and procedures in a non-discriminatory way, and its services are available to all whose accreditation applications fall within its defined scope of activities. Eligibility is not dependent on size of the applicant, number of bodies already accredited or membership of any association or group.

The impartiality and objectivity of the accreditation services that AERSSC provides is tightly controlled. All AERSSC assessment personnel and externally contracted assessors, as well as members of AERSSC committees, are required to declare any potential conflicts of interest. AERSSC takes full regard of this information to ensure the objectivity of the services that it provides. Accreditation decisions are made by competent persons independent of the assessment of the conformity assessment body under review. Further, AERSSC Board members including Committee members and its personnel are committed to ensure integrity of its systems and operation at all times.

AERSSC evaluates potential risks to its impartiality on an on-going basis using a number of mechanisms including internal audit, management review and consultation with appropriate interested parties. Where any such risks are identified, AERSSC shall put appropriate measures in place to eliminate or minimize them. These measures are monitored for effectiveness.

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