
Impartiality Policy

Impartiality is one of the cornerstones of accreditation and is of utmost importance in maintaining the trust that stakeholders should expect from accreditation. RSSB strongly adheres to the requirement of *ISO/IEC 17021: 2015 '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 RSSB.

RSSB is a non-profit distributing company, organised in such a way as to ensure that impartiality is not compromised by commercial, financial or other pressures.

RSSB can provide advisory services in its area of expertise to stakeholders provided this does not constitute any conflict of interest with RSSB' role as a Certification Body for RISQS. Such services are normally provided internationally to help develop new accreditation bodies or national quality infrastructures.

The impartiality and objectivity of the accreditation services that RSSB provides is tightly controlled. All RSSB personnel, including Directors, persons with significant control, associated companies and externally contracted assessors, as well as members of RSSB committees, are required to declare any potential conflicts of interest. RSSB 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.

RSSB 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, RSSB shall put appropriate measures in place to eliminate or minimise them. These measures are monitored for effectiveness, via an internal audit protocol.

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

Should you require any clarification relating to RSSB impartiality policy, please contact Antony Howard, Head of Assurance (Antony.Howard@RSSB.co.uk) or Carl Rulton, Scheme Operations & Systems Manager (Carl.Rulton@RSSB.co.uk)

ANTONY HOWARD | HEAD OF ASSURANCE | 9th October 2020