**CYS-CYSAB’s Impartiality Policy Statement**

CYS-CYSAB is designated as a national accreditation body in accordance with EC 765/2008. The regulation requires that accreditation bodies must comply with ISO/IEC 17011 ‘Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies’ and in particular the requirements for impartiality. CYS-CYSAB strongly adheres to the requirement of ISO/IEC 17011:2017 that accreditation shall be undertaken impartially. Τhe maintenance of impartiality is a key priority at all levels within CYS-CYSAB and is of utmost importance in maintaining the trust that stakeholders should expect from accreditation.

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

CYS-CYSAB applies its policies and procedures in a non-discriminatory way, and its services are available to accreditation applications that 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 CYS-CYSAB provides is tightly controlled. All CYS-CYSAB personnel, external assessors, as well as members of review and technical committees, are required to declare any potential conflicts of interest. Internal and external personnel shall sign the form “Code of ethics” before confidential information concerning the CABs is communicated to them. CYS-CYSAB 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.

CYS-CYSAB 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. CYS-CYSAB’s personnel is responsible for identifying and reporting circumstances that pose a threat to impartiality. Where any such risks are identified, CYS-CYSAB 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 CYS-CYSAB, CYS-CYSAB has non-discriminatory procedures in place for handling complaints and appeals.