

Being impartial, and being perceived to be impartial is of the utmost importance for IDEST in order to deliver certification that provides confidence to our clients. Impartiality is an absolute necessity to maintain professionalism and credibility of our internal auditing and customer inspection and certification processes. It is therefore the objective of IDEST as a fully independent organisation, that it retains its impartiality at all times.

IDEST will not accept requests for certification or inspection of organisations who report directly to a person or group who also has operational responsibility for IDEST.

IDEST understands and is fully aware of the importance of impartiality in undertaking its Certification and Inspection activities and its Code of Practice is designed to manage any conflict of interest.

IDEST is controlled by a Management Board supported by an established Committee structure to ensure IDEST and its personnel remain impartial and consistently objective. The Committee includes representation from significant stakeholders but is structured in such a way that no single interest predominates.

IDEST is a self-financed independent organisation, with a number of controls to ensure that impartiality is retained at all times. As such, all decisions are based on objective evidence of either conformity or non-conformity and any decisions made will not be influenced by other interests or parties.

IDEST recognises and aims to reduce the risks to impartiality from the following:

- The risk of self-interest arising from a person or body acting in their own interest.
- The risk of self-review arising from a person reviewing the work that they have conducted themselves.
- The over-familiarity arising from a person becoming too familiar with customers and their inspection requirements.
- The risk of intimidation threats arising from a person having a perception of being coerced openly or secretly, and such a threat should be reported immediately.

Signed:

Date:

D Crockford
Chairman