

QUALITY AND IMPARTIALITY POLICIES



CCS is an independent third-party certification body committed to delivering certification services in accordance with applicable standards and regulatory requirements, ensuring technical competence and reliable public safety assurance.

This policy defines our commitment to quality, impartiality, compliance, and continual improvement across all our certification activities.

Independence & Impartiality – CCS safeguards impartiality by systematically managing conflicts of interest and risks to ensure decisions are based solely on objective evidence. We do not engage in consultancy or related activities that could compromise objectivity. An independent and balanced Impartiality Committee oversees all schemes to safeguard objectivity and manage risks to impartiality.

Technical Competence & Consistency – All activities are performed by qualified, authorized personnel with demonstrated competence. Our certification decisions are based on verified results, documented procedures, and strict regulatory frameworks.

Transparency & Accountability – CCS ensures non-discriminatory access to certification services, and maintains formal, transparent processes for handling complaints, appeals, and regulatory inquiries.

Compliance & Risk Management – We apply risk-based thinking to identify and mitigate threats to our credibility. Our schemes align strictly with applicable standards, technical regulations, and regulatory requirements.

Confidentiality & Data Protection – All information obtained during certification activities is handled with strict confidentiality, except where disclosure is required by law or accreditation obligations.

Continual Improvement – We aim for continual improvement by regularly evaluating our processes, continuously developing staff competencies, learning from our results, and finding smarter ways to deliver excellence.

Our Commitment

All CCS personnel are required to understand, implement, and uphold our Quality and Impartiality Policy. To ensure its ongoing suitability, adequacy, and effectiveness, this policy is communicated across the entire organization and undergoes a formal review by Top Management at least annually.

Confirmation

Dr. Sami Elemara

A handwritten signature in blue ink, appearing to read 'Sami Elemara', written over a blue horizontal line.

Managing Director

11 March 2026