Impartiality principles and policy

The management and the entire team of the certification body are aware of the paramount importance of impartiality for their activities and fully commit to the principles given below without any reservations.

As their work for Austrian Standards plus GmbH is their main occupation, the employees are absolutely independent of the providers and manufacturers of products and services as well as any other interests.

Owing to their well-balanced customer portfolio, Austrian Standards plus GmbH and the certification body of Austrian Standards do not depend on individual customers.

Austrian Standards plus GmbH ensures that it neither develops nor offers products, services and systems that it certifies. The certification body does not advise the applicant and does not offer any consultancy services on how to handle aspects that could impede the certification applied for.

Austrian Standards plus GmbH does not offer any products, services or systems of any other kind that could endanger the confidentiality, objectivity or impartiality of the certification processes and decisions. The analysis of the certification body’s impartiality shows that the certification body is independent of particulate interests.

Customers are not discriminated against based on their gender, religion or beliefs, ethnic origin, disability, age or sexual identity. Moreover, we ensure that access to the certification process does not depend on the size of the customer or on membership in an association. Certification does not depend on the number of certificates already held by the customer.

The head of the certification body bears sole responsibility for all decisions made on issuing, maintaining, expanding, cancelling and withdrawing certificates. The top management has exempted the head of the certification body from instructions from any and all officers and bodies of Austrian Standards plus GmbH and Austrian Standards International especially with regard to decision-making on the issuing of certificates.