

Impartiality policy

ICA Audit is fully aware that impartiality is one of the fundamental principles that must be

guaranteed by a conformity assessment body (CAB). ICA Audit's top management is committed to ensure that all activities are carried out impartially, dispassionately and objectively, and are perceived as such by the organisation's interested parties, in conformity with the relevant requirements of ISO 17021-1: 2015. It is committed in:

- ensure that procedures for accessing ICA Audit conformity assessment services are fair and non-discriminatory, and are treated as such by personnel
- continuously monitor and identify risks to the impartiality of ICA Audit, arising from its activities, its relationships or the relationship of its personnel
- analyse, evaluate, treat, monitor and document the identified risks and demonstrate how to
- eliminate or minimise such risks to the organisation's impartiality
- provide both internal and external personnel the knowledge, skills and behaviours (the competence) required to operate in accordance with impartiality and ask all its personnel to commit to promptly reveal any situation that may constitute a conflict of interest
- do not allow commercial, financial or other pressures to compromise impartiality of ICA Audit's operations or activities in the provision of its services.
- ensure that separate legal entities, with whom it has relationships, do not compromise the
- impartiality of ICA Audit's operations or activities; in particular, in the case of management system certification activities
- handle all dealings with consultants or consultancy companies in full conformity with the standard and accreditation requirements
- do not sell or offer conformity assessment activities to clients through an organisation that provides consultancy whereby impartiality or the perception of impartiality is jeopardised
- do not provide a conformity assessment services if unacceptable threats arise
- take action to respond to any threats to its impartiality arising from the actions of other persons, bodies or organisations
- provide a mechanism to safeguard the impartiality of ICA Audit, which ensures a balanced representation of the relevant interested parties, without the prevalence of individual interests.

The declaration above is supported by detailed policy commitments referred to in the full policy document.

Suspending, Withdrawing and Reducing Scope Policy

ICA Audit Ltd will suspend, withdraw or reduce the scope of certification as appropriate where a certified organisation:

- i. Persistently or seriously fails to meet certification requirements, including requirements related to the effectiveness of the management system
- ii. Does not allow surveillance or recertification audits to be conducted at the required intervals
- iii. Has voluntarily requested a suspension or a withdrawal of certification

- iv. Under these conditions ICA Ltd will follow its defined procedure, working with the organisation to an agreed action plan to affect the suspension, withdrawal or reduction of scope in a timely manner.

Terms of Use of ICA Logos

It is our policy that ICA Audit and the organisations that we certify should be able to benefit from identifying visually their status through the use of the logos that ICA owns. The organisations displaying it must take caution as not to mislead anyone, devalue or degrade the logos, or use them illegally. This document sets out the terms and conditions that must be followed for organisations that wish to use ICA logos.

The logos offered herein are the exclusive property of ICA, or its affiliates, and ICA owns all right, title and interest in the logos, including, but not limited to, copyright, trademark, service mark, moral rights, rights under any statutory protection

As a general rule, third parties can use the ICA logo ("logo") without a license only under the following limited circumstances:

- In advertising, marketing collateral, or a website that clearly references your connection with ICA, for instance, the material states that your company has been certificated by ICA;
- In an area of a website, advertising, or marketing collateral exclusively dedicated to the sale of ICA products and events, and in such a manner that associates ICA products with the ICA logo.

As a condition of your use of any ICA associated logos, you hereby agree to:

- Refrain from asserting any ownership, proprietary or other rights in any ICA logo or to challenge, contest, or take any other action inconsistent with our exclusive ownership rights in the logos, irrespective of any use you may make of any logo;
- Refrain from seeking any form of registration in any state, federal or foreign jurisdiction, of any trademark, service mark, trade dress, logo or other commercial designation that includes any ICA logo or any colourable imitation or derivative thereof;
- Refrain from pursuing any claim, action or proceeding against ICA, its affiliates, vendors or customers based upon any logo used by you;
- Indemnify and defend ICA and its affiliates from and against any claim, cost or liability of any kind, including for copyright and trademark infringement, arising out of your use of any ICA logo; and
- Waive, release and hold harmless ICA, its affiliates, vendors or customers from any claim or liability based upon our printing or provision of any materials to any other customer of ICA or its affiliates containing a logo similar or identical to a logo selected by you.

Restriction for the Use of ICA Logos

- No permission is granted to use the images associated with ICA logos or a copy thereof for further distribution or commercial use without the express written consent of ICA.
- No permission is granted to use the trademarks or trade dress of ICA, its subsidiaries or affiliates, apart from the incidental appearance of the same in the photographic images provided by ICA.
- Permission to use these materials is granted without warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.
- ICA reserves the right to withdraw permission to use and reproduce its copy-written material whenever, in its sole discretion, it believes that the privilege is being used in a way that is detrimental to its interests or the above conditions are not being met.