

Non-Discriminatory Conditions Policy



Purpose

The purpose of this policy is to ensure that access to the organisation's certification services is provided on a non-discriminatory basis, in line with the requirements of ISO/IEC 27021-1:2015 and ISO/IEC 17065:2012, which requires certification bodies to operate certification activities without imposing discriminatory conditions.

Policy Statement

The organisation provides all certification services under conditions that are fair, impartial and non-discriminatory. Access to certification is not restricted on the basis of organisation size, membership of any group or association, or the number of certificates already issued, provided the applicant meets the requirements of the certification scheme.

Conditions of Access

- Applications are accepted and processed solely on the basis of the applicable certification scheme requirements, contractual obligations and the ability of the organisation to undertake the evaluation. Decisions related to acceptance, refusal, granting, maintaining, suspending or withdrawing certification are taken only on objective evidence related to conformity.
- The organisation does not impose additional or hidden conditions that could create barriers to access. Requirements applied to applicants and certified clients are consistent, publicly available where required, and communicated clearly.
- The organisation does not require applicants to be members of any association or to purchase consultancy or other services as a condition for applying or maintaining certification.

Transparency of Requirements and Fees

All applicants have access to current certification requirements and fee principles. Fees are applied consistently, and any variable elements are disclosed in advance to avoid perceived or actual unfair treatment.

Application Review and Consistency Controls

- A formal application review is conducted for all applicants using a consistent process to confirm eligibility, scheme understanding, resource availability and any factors that may affect evaluation.
- Any refusal of certification is documented with reasons that relate directly to scheme requirements. Records are maintained in a refusals register.

6. Complaints and Appeals

All applicants and certified clients have equal access to the organisation's complaints and appeals procedures, including in cases involving refusal, suspension or withdrawal of certification. Information on how to submit a complaint or appeal is accessible via the following link:

<https://www.atlascertification.com/contact-atlas/complaints-and-appeals/>