



## **Policy Statement**

ACM Limited is an independent UKAS accredited certification body, which aims to provide an impartial, realistic and practical approach to its clients' certification requirements.

It is the aim of ACM Limited to:

- Operate a management system compliant with the requirements of ISO 17021.
- Meet any specific requirements of the IAF.
- Carry out business activities in a non-discriminatory manner.
- Ensure that audit activities are carried out in accordance with our scope of accreditation and within the requirements of ISO19011.
- Offer a service to the best of our abilities, which is independent and impartial and is seen to be fair, cost competitive and of high integrity.
- Undertake continual improvement in the way we conduct our business and the services we offer.
- Avoid imposing undue financial or other conditions on clients or potential clients.
- To ensure that our staff understand the philosophy of ACM, and to equip them to fulfil their talents, whilst operating to agreed formalised management systems.

All organisations shall have access to ACM services. In addition, access to all certification services shall not be restricted on the grounds that the applicant does not apply for other services or is not a member of a particular group or association. ACM does not practise hidden discrimination by fast tracking or delaying applications.

**John Duncan**

**Managing Director**

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