

QUALITY ASSURANCE MANAGEMENT SYSTEM

Controlled Document CSE QP06



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QP06 Impartiality Policy

The Customer Service Excellence/Charter Mark accreditation to BSEN 45011 process requires G4S Assessment Services to ensure impartiality within our assessment processes.

Key elements to the policy cover: -

- Structure**
- Strategy and Policy**
- Certification**

1. Structure

- 1.1 G4S Assessment Services is a legally defined part of G4S.
- 1.2 G4S Assessment Services will not undertake assessment against the Customer Service Excellence/Charter Mark Standard for those organisations directly managed by the same division of G4S.
- 1.3 G4S Assessment Services will not participate in any activity, which could affect the confidentiality, objectivity or impartiality of our certification process. This would include:-
 - Assessment against the Customer Service Excellence/Charter Mark Standard for organisations providing public services and directly managed by the same division of G4S.
 - Give advice or provide consultancy to applicant to assist with overcoming barriers to Customer Service Excellence/Charter Mark certification.
 - Provide any other products or services, which could compromise the confidentiality, objectivity or impartiality of our certification process and decisions.
- 1.4 Assessors will inform G4S Assessment Services of any of the activities identified in 1.3, which they may have undertaken outside their contract with CSEAS.
- 1.5 Assessors may not assess for Customer Service Excellence/Charter Mark certification any applicant with whom they have undertaken activities detailed in 1.3 within the last 2 years.
- 1.6 Applicants and Assessors will complete a 'Conflict of Interest' clause within the contract for each individual application for Customer Service Excellence/Charter Mark assessment.
- 1.7 Assessors will not accept any gift or gratuity from applicants or interested parties during the period that an applicant is participating in Customer Service Excellence/Charter Mark assessment with G4S Assessment Services.

2. Strategy and Policy

- 2.1 The G4S Assessment Services Independent Panel enables the participation of all stakeholders concerned in the development of the policies and principles of the certification systems designed by G4SAS.
- 2.2 The constitution of the Independent Panel ensures that at all times significant stakeholders are represented on the panel and involved within the decision-making processes.
- 2.3 The Independent Panel functions autonomously of the G4S Assessment Services Management Team and will at all times have identified a representative member of the G4S Assessment Services Management Team and a member from the Cabinet Office.

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3. Certification

The Independent Panel will validate procedures for granting, maintaining, suspending and withdrawing certification.

A Certifier on the basis of a completed assessment will take a decision on certification, this is independent of the assessor who completed the Assessor Assessment Matrix.

There are no financial restrictions associated with certification or maintaining certification (surveillance review). Applicant fees are based on assessment activity undertaken by accredited assessors.

Decisions on suspension and withdrawal of certification will be taken by the Independent Panel (A quorum of 3 members required).

G4S Assessment Services operates both an Appeal and Complaint process. In each case there are stages, which involve an impartial review by the Independent Panel. (A quorum of 3 members required).