

## Statement of Impartiality

Version 07 – 10/01/2023 – 10/01/2024

The Directors of First Step Education & Training Ltd place the utmost importance on the integrity, impartiality and potential conflicts of interests in carrying out its services.

First Step Training has identified and risk assessed all relationships which may result in a conflict of interest or pose a threat to impartiality.

Management conduct an annual risk assessment on impartiality and conflict of interest, which is reviewed externally.

Conflict of interest and objectivity is addressed further through annual training sessions and contractually binding agreements to ensure that all activities undertaken throughout the certification process are conducted in an independent and impartial manner.

First Step Training aim to inspire confidence in its service to its clients and the public at large by:

- Being impartial,
- employing competent personnel,
- being responsive to complaints,
- being open,
- providing access to relevant information gathered,
- fairness,
- transparency of processes,
- maintaining confidentiality

