

4.5 Openness

The AVA will provide public access to appropriate and timely information about its audit process and certification process, and about the certification status of any of its clients, in order to gain confidence in the integrity and credibility of certification.

This will be presented in the format of sections of this manual relevant to the audit process, certification process and certification status being available on the AVA website, under the certification section.

5.2 Management of Impartiality

The board of the AVA are committed to impartiality in management system activities. A statement by the AVA on the understanding of this impartiality in carrying out its management system certification activities will be available on the AVA website.

Any conflict of interests will be discussed and reviewed by the AVA impartiality committee.

All certificates granted, suspended and withdrawn will be displayed on the AVA website.

8.3 Directory of certified clients

The Quality Administrator will maintain and make publicly available a list of all certified clients. This should include the following details ;

- client name
- client address
- addresses of any other locations covered by the certification/registration
- scope
- duration of the certification/registration

9.9 Record of applicants and clients

The Quality Administrator will maintain a register of companies applying or certified/registered by AVA. This register will record

- client name
- client address
- addresses of any other locations covered by the certification/registration
- scope
- duration of the certification/registration

This information will be maintained at the AVA registered office at Cheam and will be open for inspection, during office hours.

Details of the companies holding AVA accreditation will also be available on the AVA website and printed copies available on application to the Quality Administrator.