

# Sustainability Audit

## Important Scheme Information

Achilles operates the Carbon Reduce and Carbon Zero certification scheme under licence to Enviro-Mark Solutions Limited (trading as Toitū Envirocare), an ISO 14065 accredited certification body. Toitū Envirocare retains the authority and responsibility for the Carbon Reduce and Carbon Zero Programme certification decision.

## Impartiality, independence and integrity

We understand impartiality and commit to providing impartial and transparent verification services for the certification of greenhouse gas assertions. The programme manages interests that have influence on impartiality and ensure that our certification activities are objective.

The programme conducts ongoing risk assessments to identify conflicts of interest which are reviewed by our Senior Leadership Team and the Independent Technical Advisory Panel made up of members representing our key interests. Both actual and perceived risks are assessed within a conflict of interests and related parties register. Management actions are implemented to eliminate, manage or minimise conflicts of interest where they exist.

Conflict of interest is further covered through contractually binding agreements to ensure that all our greenhouse gas certification activities are conducted with integrity in an independent and impartial manner. Personnel who are involved in verification and certification activities do not engage in consultancy or technical advice for these clients. The programme requires internal and external personnel to reveal any situation known to them that may expose them or our greenhouse gas certification programme to any conflict of interest. To provide our clients with confidence in our certification activities, it is essential that our certification decisions are based on objective evidence and that our decisions are not influenced by other interests or other parties.

If you have any concerns or queries regarding a conflict of interest, impartiality, independence or integrity, please contact the programme manager at [reduce.carbon@achilles.com](mailto:reduce.carbon@achilles.com).

## Feedback

We welcome comments, feedback and suggestions that our buyers, suppliers and general public may have that are related to our website or the Carbon Reduce and Carbon Zero certification schemes. Your feedback helps us to improve the programme service and guidance we provide to you throughout your subscription.

Should you have any complaints about our verification and certification services, we will work with you to resolve these issues in a timely manner. If we fail to resolve your complaint

within an agreed timeframe, you have the right to raise your complaint with us. A complaint may be raised by a client, competitor or other stakeholder about any part of the programme. Please notify the Carbon Reduce programme manager at [reduce.carbon@achilles.com](mailto:reduce.carbon@achilles.com)

Where your organisation disagrees with a certification decision, we will acknowledge and investigate your concerns. If you are not satisfied with our response, you have the right of appeal to the Certification Manager. A final appeal can be made to the Joint Accreditation Service of Australia and New Zealand (JAS-ANZ) at [www.jas-anz.com.au](http://www.jas-anz.com.au)

Please send your feedback and suggestions to [reduce.carbon@achilles.com](mailto:reduce.carbon@achilles.com)