


|   |   |                 |             |
|---|---|-----------------|-------------|
|  | Document Title:   | Document No.:   | HCS/066     |
|   | <p style="text-align: center;"><b>Impartiality<br/>Policy &amp; Procedure</b></p> | Revision No.:   | 00          |
|   |   | Effective Date: | 15 May 2024 |
|   |   | Page No.:       | Page 1 of 1 |

## **Impartiality Policy & Procedure**

- 1.1** All certification activities shall be undertaken impartially.
- 1.2** The certification body shall be responsible for the impartiality of its certification activities and shall not allow commercial, financial or other pressures to compromise impartiality.
- 1.3** The certification body shall identify risks to its impartiality on an ongoing basis. This shall include those risks that arise from its activities, from its relationships, or from the relationships of its personnel. However, such relationships may not necessarily present a certification body with a risk to impartiality.
- 1.4** If a risk to impartiality is identified, the certification body must be able to demonstrate how it eliminates or minimizes such risk.
- 1.5** The certification body shall have top management commitment to impartiality.
- 1.6** The certification body and any part of the same legal entity and entities under its organizational control shall not:
- be the designer, manufacturer, installer, distributor or maintainer of the certified product;
  - be the designer, implementer, operator or maintainer of the certified process;
  - be the designer, implementer, provider or maintainer of the certified service;
  - offer or provide consultancy to its clients;
  - offer or provide management system consultancy or internal auditing to its clients where the certification scheme requires the evaluation of the client's management system.
- 1.7** The certification body shall ensure that activities of separate legal entities, with which the certification body or the legal entity of which it forms a part has relationships, do not compromise the impartiality of its certification activities.
- 1.8** When the separate legal entity offers or produces the certified product (including products to be certified) or offers or provides consultancy, the certification body's management personnel and personnel in the review and certification decision-making process shall not be involved in the activities of the separate legal entity. The personnel of the separate legal entity shall not be involved in the management of the certification body, the review, or the certification decision.
- 1.9** The certification body's activities shall not be marketed or offered as linked with the activities of an organization that provides consultancy. A certification body shall not state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used.
- 1.10** Within two years, personnel shall not be used to review or make a certification decision for a product for which they have provided consultancy.
- 1.11** The certification body shall act to respond to any risks to its impartiality, arising from the actions of other persons, bodies or organizations, of which it becomes aware.