



Impartiality Policy

We are committed to impartiality by:

- *Ensuring Independence In the audit process within the certification scheme;*
- *Ensuring conflict of interest of the personnel and our interests during the conduct of the audit and certification process;*
- *Ensuring freedom from bias and prejudices originating from the conflicts of interest;*
- *Ensuring the effective use of established procedures to meet the requirements of the management system standard;*
- *Ensuring professional approach to deliver the audit and certification processes;*
- *Implementing monitoring and governance approach Internally;*
- *Empowering the Impartiality Committee to review the highest standards of our certification Integrity;*
- *Implementing Internally and empowering the Impartiality committee to address complaints and appeals received by Interested parties.*
- *Adequate management system shall be established, documented, implemented, maintained, operated, monitored and continually improved to demonstrate our commitment to the impartiality of the certification process.*