

# Impartiality Policy

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**Drafted By:**

Managing Director

**Approved By:**

Managing Director  
Financial Director

**Date of Approval:**

13 January 2025

**Date of Review:**

13 January 2025

**Involved Personnel:**

Managing Director  
Financial Director



Purpose

This Policy describes the measures taken by ISO Global Certification to ensure that prejudiced towards or against any particular side or party will not occur.



Scope

This Policy applies to all ISO Global Certification employees, agents, committees and subcontractors and their respective activities involved with ISO Global Certification clients



Reference

ISO 17021 "Conformity assessment — Requirements for bodies providing audit and certification of management systems.



Responsibility

The ISO Global Certification Managing Director is responsible for establishing and maintaining facilities to ensure impartiality doesn't occur.

## Policy Statement

ISO Global Certification is committed to impartiality during the provision of management system certification services to all educational organizations in an independent and impartial manner.

ISO Global Certification fulfils the requirements of ISO/ IEC 17021-1:2015 and ensures that impartiality is followed by all its personnel related with the certification activities from time to time.

ISO Global Certification has established processes to identify, analyse, evaluate, treat, monitor, and document risks related to conflict of interests arising from provision of certification including any conflicts arising from its relationships on an ongoing basis. In case of threats to impartiality, ISO Global Certification documents and demonstrates elimination or minimization of such threats. This demonstration covers all potential threats that are identified, whether they arise from within ISO Global Certification or from activities of other persons, bodies or organisations. Whenever a relationship poses an unacceptable threat to impartiality, then the certification will not be provided.

To ensure above ISO Global Certification has established a committee of interested parties including clients, representative of education industry/ associations including customer organisations.

To demonstrate effective Implementation of our Impartiality policy, we at ISO Global Certification will:

- not certify another certification body for its MS.
- not provide Management Consultancy services for realization, continuity and sustenance of certification.
- not conduct internal audits of our certified clients. ISO Global Certification will not certify a management system on which ISO Global Certification has provided internal audits for a minimum period of two years following the conduct of internal audit.
- not provide its services either marketed or offered as linked with organisations providing management consultancy.
- not outsource audits to any management system consultancy organization nor allow any auditor, who was responsible for providing management system consultancy towards client to be involved in audits.
- not state or imply that certification would be simpler, easier, faster or less expensive.
- take action to respond to any threats to its impartiality arising from the actions of other persons, bodies or organization.
- ISO Global Certification personnel, both external and internal, or committees, who could influence certification activities will not allow any commercial, financial or other pressures to compromise impartiality.
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- ISO Global Certification requires revealing and recording of any situation of conflict of interest from its personnel for taking appropriate steps.
- ISO Global Certification requires all employees, members, contractors, and personnel involved in certification activities to declare any relationships with clients or external parties that may pose a conflict of interest or affect impartiality.
- In the event of a potential conflict, ISO Global Certification will assess the relationship and implement appropriate mitigation measures, such as reassigning personnel or increasing oversight.
- Any significant conflict of interest will lead to the exclusion of the involved personnel from certification activities related to that client.

All declared relationships and mitigation measures will be documented and monitored regularly to ensure ongoing impartiality.



Documents



Revision

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Rev. 01 - New System

Rev. 02 - Declaration of Relationships and Mitigation Measures added