

iAssessor Ltd has a robust system in place to ensure an impartial certification service is provided to all our clients.

The benefits for you as a company wished to gain ISO certification or as an ISO consultant wished to get a client's management system assessed and certified are

You Get:

- An unbiased Certification Service;
- We treat all certification clients the same, no favouritism or bias;
- A straight forward and professional assessment report that reflects the performance level achieved by your management system;
- Assessors you can rely on to tell you the facts as they see it;
- Be assured that to achieve ISO certification other companies will be required to achieve the same level of implementation of their management system as you are, that is only fair.

To achieve an impartial certification service iAssessor Ltd has implemented the following Impartiality Policy:



Impartiality - Policy

It is the policy of iAssessor Ltd that its certification service activities are provided by being impartial and are perceived as being impartial. That conformity assessment activities are undertaken impartially.

iAssessor Ltd has top management commitment to impartiality regarding management system certification activities. iAssessor Ltd has a policy that its staff and management understands the important of impartiality in carrying out its management system certification activities, management of conflict of interests and ensures the objectivity of its management system certification services. iAssessor Ltd places the highest importance on impartiality.

iAssessor Ltd has a process to identify, analyse, evaluate, treat, monitor, and document the risks related to conflicts of interest arising from provision of certification including any conflicts arising from its relationships on an ongoing basis. Where there are any threats to impartiality, iAssessor Ltd has documented and demonstrated how it eliminates or minimises such threats and documents any residual risk. The demonstration has covered all potential threats that are identified, whether they arise from within iAssessor Ltd or from the activities of other persons, bodies or organisations. When a relationship poses an unacceptable threat to impartiality (such as a wholly owned subsidiary of the certification body requesting certification from its parent), then certification shall not be provided.

Top management reviews any residual risk to determine if it is within the level of acceptable risk.

The risk assessment process has included identification of and consultation with appropriate interested parties to advice on matters affecting impartiality including openness and public perception. The consultation with appropriate interested parties is balanced with no single interest predominating.

Consideration: Sources of threats to impartiality to iAssessor Ltd can be based on ownership, governance, management, personnel, shared resources, finances, contracts, training, marketing and payment of a sales commission or other inducement for the referral of new clients etc.

Consideration: Interested parties can include personnel and clients of iAssessor Ltd, customers of organisations whose management system is being certified, representatives of industry trade associates, representatives of governmental regulatory bodies or other governmental services, or representatives of non-governmental organisations, including consumer organisations.

iAssessor Ltd has fulfilled the consultation requirements of the ISO 17021 standard by the use of a committee of these interested parties.

iAssessor Ltd will not certify another certification body for its quality or any other type of management system.

iAssessor Ltd and any part of the same legal entity and any entity under the organisational control of iAssessor Ltd will not offer or provide management system consultancy.

Consideration. This does not preclude the possibility of exchange of information eg explanation of findings or clarification or requirements) between iAssessor Ltd and its clients.

The carrying out of internal audits by iAssessor Ltd and any part of the same legal entity to its certified clients is a significant threat to impartiality. Therefore iAssessor Ltd does not offer or provide internal audits to its certified clients. A recognised mitigation of this threat is that iAssessor Ltd will not certify a management system on which it provided internal audits for a minimum of two years following the completion of the internal audits.

iAssessor Ltd will not outsource assessments to a management system consultancy organisation, as this poses an unacceptable threat to the impartiality of iAssessor Ltd. This does not cover individuals contracted as ISO assessors.

iAssessor Ltd activities will not be marketed or offered as linked with the activities of any organisation that provides management system consultancy. iAssessor Ltd will take action to correct inappropriate links or statements by a consultancy organisation stating or implying that certification would be simpler, easier, faster or less expensive if iAssessor Ltd were used. iAssessor will not state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organisation were used.

In order to ensure that there is no conflict of interests, personnel who have provided management system consultancy, including those acting in a managerial capacity, will not be

used by iAssessor Ltd to take part in an assessment or other certification activities if they have been involved in management system consultancy towards the client. A recognised mitigation of this threat is that personnel will not be used for a minimum of two years following the end of the consultancy.

iAssessor Ltd will take action to response to any threats to its impartiality arising from the actions of other persons, bodies or organisations.

All iAssessor Ltd personnel, either internal or external, or committees, who could influence the certification activities, will act impartially and shall not allow commercial, financial or other pressures to compromise impartiality.

All iAssessor Ltd personnel, internal and external are required to reveal any situation known to them that can present them or iAssessor Ltd with a conflict of interests. iAssessor Ltd will record and use this information as input to identify threats to impartiality raised by the actives of such personnel or by the organisation that employs them and will not use such personnel, internal or external, unless they can demonstrate that there is no conflict of interests

Reference: We acknowledge that text from the ISO/IEC International Standard Conformity assessment – Requirements for bodies providing audit and certification of management system ISO 17021 has been used in part to create the iAssessor Ltd impartiality policy.

George MacDonald, Managing Director iAssessor Ltd 24th August 2017