



## IIHR IMPARTIALITY POLICY

The definition of impartiality is “not prejudiced towards or against any particular side or party”.

Impartiality is one of the cornerstones of certification and is of utmost importance in maintaining the trust that stakeholders should expect from certification.

On the basis of that definition, IIHR seeks to attain the highest degree of public confidence and trust in rendering unbiased services. IIHR fully acknowledges the importance of impartiality in carrying out its certification body activities which are governed by the requirements of the International Standard ISO/IEC 17024.

IIHR, and every member of its certification team, employees, volunteers, and contractors commits to adhere to the following policies:

- a) IIHR shall act impartially, and its policies and procedures for certification of persons shall be fair among all its applicants, candidates and certified persons.
- b) IIHR shall not restrict certification on the grounds of undue financial or other limiting conditions, such as membership of an association or group.
- c) IIHR shall be responsible for the impartiality of its certification activities and shall not allow commercial, financial or other pressures to compromise impartiality.
- d) IIHR staff shall not suggest or imply to imply that certification would be simpler, easier or less expensive if training services were used.
- e) IIHR does not offer training as part of the certification. Candidates must attend a relevant training course offered by approved trainer/training program.;
- f) IIHR shall only disclose reports and documentations until and unless required by law and only be disclosed with a written consent.
- g) IIHR shall ensure, through internal procedures, the objectivity of certification activities and manage potential conflict of interest according to the standards of the applicable certification programs.
- h) IIHR shall base all of its decisions on objective evidence obtained through an effective certification process based on objective evidence of conformity or nonconformity, and that any decisions made are not influenced by other interests or by other parties. Certification decisions are made and signed for by a competent Manager who was not responsible for the audit and was not a member of the audit team and free from influence by other interests or parties, including those of its clients.
- i) IIHR’s corporate policies and practices ensure that the highest standards of integrity are applied to all certification activities.
- j) IIHR’s personnel will not be influenced by financial, commercial or other pressures when conducting certification activities and will take action to address any situation that would affect impartiality. Personnel are required to disclose any potential conflicts of interest in the Declaration Form.
- k) IIHR shall not use personnel with an actual or potential conflict of interest and shall ensure that its personnel are free from commercial, financial or other pressures that might affect their judgement.
- l) IIHR’s personnel taking part in certification activities, both internal and external, shall act impartially when executing their responsibilities.
- m) IIHR shall identify threats to its impartiality on an ongoing basis. This includes threats that arise from its activities, its related bodies, its relationships, or the relationships of its personnel.
- n) IIHR shall enter into legally enforceable agreements with its clients and retain all authority and responsibility for certification activities, decisions and statements.
- o) IIHR’s management system has the necessary procedures, safeguards and tools to ensure that these policies are strictly upheld and enforced.

  
**DIRECTOR**