Impartiality Policy

Document No: IGC-P-IP		Revision No: 04
Drafted By: Managing Director **Date of Review:** 2026-11-02	**Purpose**	To state ISO Global Certification's publicly available commitment to impartiality in management-system certification and how that commitment is put into practice.
	Scope	All certification activities, all schemes offered (ISO 9001, ISO 14001, ISO 45001 and ISO/IEC 27001), and all internal and external personnel, committees and related bodies.
	Reference	ISO/IEC 17021-1:2015 clauses 4.2, 5.2, 5.3 and 6.2; ISO/IEC 27006-1:2024 (ISMS consultancy and internal-audit restrictions); IAF MD 1; IGC-P-ICP; IGC-P-CCIPP; IGC-P-CBMS.
	Responsibility	Top Management is committed to impartiality and owns this policy. The Committee for Safeguarding Impartiality reviews impartiality risks. All personnel act impartially and declare conflicts.

1. Purpose

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2. Scope

All certification activities, all schemes offered (ISO 9001, ISO 14001, ISO 45001 and ISO/IEC 27001), and all internal and external personnel, committees and related bodies.

3. Responsibility

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4. Policy statement

ISO Global Certification (IGC) undertakes management-system certification impartially. Top Management understands that impartiality is essential to delivering certification that provides confidence, and does not allow commercial, financial or other pressures to compromise it. This policy is publicly available.

5. Managing risks to impartiality

IGC identifies, analyses, evaluates, treats, monitors and documents risks to impartiality on an ongoing basis, including risks from its activities, relationships and personnel. Where a risk is identified, IGC shows how it is eliminated or minimised. Where a relationship poses an unacceptable threat that cannot be reduced, certification is not provided. Risks are recorded and reviewed under IGC-P-ICP.

6. Committee for Safeguarding Impartiality

IGC maintains a committee of interested parties — such as clients, customers of certified organisations, industry or professional bodies and regulators — balanced so that no single interest predominates. The committee reviews impartiality risks, policies and decisions and its input is recorded in its minutes.

7. Commitments

IGC, its personnel and any part of the same legal entity will not:

- certify another certification body for its management system;
- offer or provide management-system consultancy, including to ISMS clients (ISO/IEC 27006-1);
- provide internal audits to its certified clients, nor certify a management system on which it provided internal audits within two years after they ended;
- certify a management system on which a client received consultancy from an organisation related to IGC, for two years after that consultancy ended;
- outsource audits to a management-system consultancy organisation;
- market or offer its services as linked with an organisation providing management-system consultancy, or state or imply that certification would be simpler, easier, faster or less expensive if a particular consultancy were used;
- use any person who provided consultancy to a client, or was employed by it, in the audit or decision for that client within two years.

Training on management systems may be provided only where it is public, generic and not client-specific.

8. Personnel declarations

- All personnel and committee members declare relationships with clients or external parties that could create a conflict of interest, at onboarding (IGC-F-CICA), at assignment to each audit, and through the personnel annual checklist.
- Declared conflicts are assessed and treated by reassignment, exclusion or increased oversight; a significant conflict excludes the person from activities for that client.
- Declarations and treatments are recorded and monitored as part of IGC-P-ICP.

9. Threats from others

IGC acts to respond to any threats to its impartiality arising from the actions of other persons, bodies or organisations.

10. Related records

- Impartiality risk register (IGC-P-ICP)
- Committee for Safeguarding Impartiality minutes
- IGC-F-CICA declarations and the personnel annual checklist
- IGC-R-AT Auditor Register and Competence Matrix