

IMPARTIALITY POLICY STATEMENT	4.2-P
	Revision 2

INTRODUCTION:

Ross Mitchko Registrar (RMR) is the legal entity responsible for certification activities. We understand the critical importance of impartiality in all aspects of our operations and are committed to ensuring fair, objective, and independent certification services. This policy outlines our principles and procedures for maintaining impartiality throughout our certification activities.

Impartiality Principles:

- **Independent Certificate Review:** All certificates are reviewed by a qualified and independent member of the management team who was not involved in the audit, ensuring no conflict of interest influences the certification decision.
- **No Consultancy Services:** RMR does not offer management system consultancy or any other form of consultancy to companies or individuals seeking certification. This helps prevent potential conflicts of interest and maintains focus on objective assessment.
- **No Internal Audit Services:** RMR does not offer internal audit services to its certified clients. This ensures a clear separation between certification and internal audit functions, enhancing impartiality.
- **No Ownership or Financial Ties:** RMR does not own or have any financial or other interest in any company offering certification or management system consultancy services. This keeps our certification decisions independent and free from external influences.
- **Risk-Assessed Relationships:** RMR identifies and risk-assesses all relationships with companies offering consultancy or related services. Any potential conflicts of interest are mitigated through measures like contractual agreements and information barriers.
- **Disclosure of Relationships:** All RMR employees and contractors are required to declare any current or past relationships with companies seeking certification. This allows for proactive identification and management of potential conflicts.
- **Management of Past Relationships:** Staff or contractors with past client relationships are not allocated to audits for a minimum of 2 years.
- **Transparent Referral Fees:** No referral fees paid to consultancy organizations.
- **General Training Focus:** RMR offers general training on implementing various standards, available to all companies and individuals, not specifically tailored to any client seeking certification. This avoids preferential treatment and maintains objectivity.
- **Marketing Independence:** RMR ensures its marketing activities are distinct from and never linked to those of management system consultancy companies. We actively avoid any association that could compromise impartiality.
- **No Pressure on Auditors:** RMR strictly prohibits any pressure or influence on auditors regarding audit conclusions. Auditors have complete independence and autonomy in their assessments.

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Impartiality Norms:

- No outsourcing of audits to consultancy organizations.
- No referral fees paid to consultancy organizations.
- Fact-based communication with clients and consultancy organizations.
- Adherence to all accreditation and RMR policies.
- No conflicting services are offered besides core certification activities.
- No unethical professional conduct by RMR employees or contractors.
- Audit/certification staff prohibited from marketing and conducting audits for the same client.
- No financial transactions between auditors and clients/consultants.
- No business with consultants inducing pressure to compromise impartiality.
- Disclosure of any situation impairing business ethics by all RMR employees.
- Two-year wait for auditors to audit former clients after service relinquishment.
- No compromise on audit timing as per accreditation/RMR norms.
- Transparency regarding all information.
- Auditors never divulge confidential client information without written consent and MD approval.
- Client information returned after usage.
- Utmost care and verification in granting the right scope of certification.
- Reporting unethical practices to management promptly.
- No gifts from clients/consultants are to be accepted by auditors.
- No audits conducted by auditors with family/close relatives in decision-making positions at the organization.
- Disciplinary actions for non-adherence to impartiality policies taken by management in collaboration with the Impartiality Committee.

Additional Measures:

- Before every audit, RMR employees and contractors are required to declare any current or past relationships with companies seeking certification.
- RMR uses qualified sub-contracted auditors and overseas business managers without compromising certification control or impartiality.
- We regularly evaluate and manage risks associated with domestic and overseas operations.
- Annual training sessions and contractual agreements reinforce conflict of interest prevention and objective certification practices.
- Audit/certification staff are prohibited from participating in audits of organizations they assisted (consultancy or training) or have financial/commercial interests in for a minimum of 2 years.
- Confidentiality agreements and information barriers are implemented for staff and contractors.
- Direct employees are prohibited from engaging in consultancy activities related to quality or environmental management systems.
- All management and staff declare financial interests and business activities.
- RMR staff and contractors avoid implying that certification would be easier/cheaper with additional services.
- Certification of companies providing services to RMR is not deemed a conflict of interest, but certification in a partnership where direct services are provided is prohibited.
- RMR emphasizes a self-financed, independent structure with controls to ensure impartiality in certification decisions.

Revision History

Rev	Date	Description of Change	Prepared By	Approved By
01	01-01-2024	Original Release	CEO	COO
02	10-31-2025	Reformatted & Fully Updated for ISO 17021-1, ANAB & COP v2.4 Compliance	CEO	COO



ROSS MITCHKO REGISTRAR