

 IQMCINDIA CERTIFICATION PVT. LTD. <small>A NATIONAL GROUP OF COMPANIES</small>	IMPARTIALITY POLICY	Issue date: 01.04.2024 Rev no: Rev00 Revision date:00 Approved by: Managing Director
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Purpose

IQMCINDIA Certification Pvt Ltd is dedicated to upholding the highest standards of impartiality in all audit and certification activities. Impartiality is essential to the credibility, reliability, and integrity of our certification services. This policy affirms our commitment to ensuring all decisions are made free from bias and conflict of interest, in full compliance with ISO/IEC 17021-1:2015.

Scope

This policy applies to all staff, auditors, contractors, and associated personnel involved in the auditing and certification of management systems, including but not limited to Quality (ISO 9001), Environmental (ISO 14001), Occupational Health & Safety (ISO 45001), and Social Compliance.

Policy Commitments

1. Independence and Objectivity

IQMCINDIA ensures the independence of its audit and certification processes. Personnel are selected who are free from conflicts of interest, and all employees must disclose personal, financial, or professional connections that may affect their objectivity. Actions are taken to prevent undue influence from clients, auditees, or stakeholders.

2. Threats to Impartiality

IQMCINDIA systematically identifies, analyzes, evaluates, and documents risks to impartiality, including but not limited to: - Self-interest - Self-review - Advocacy - Familiarity - Intimidation
Appropriate actions are implemented to eliminate or minimize such risks.

3. Committee for Safeguarding Impartiality (CSI)

IQMCINDIA has established a Committee for Safeguarding Impartiality (CSI), consisting of internal and external stakeholders representing a balance of interests. The CSI meets at defined intervals to: - Monitor and review identified risks to impartiality. - Provide independent input on impartiality matters. - Ensure decisions and activities remain free from conflicts of interest.

4. Selection and Assignment of Audit Teams

Audit team members are chosen based on competence, experience, and impartiality criteria. Assignment considers any prior relationships, consultancy, or previous audit work that may

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compromise objectivity. Teams are restructured as needed to eliminate any identified conflicts of interest.

5. Adherence to Audit Procedures

All audits are conducted following documented procedures consistent with ISO/IEC 17021-1:2015. Deviations from procedures must be justified, documented, and approved to maintain transparency and accountability.

6. Restriction After Receiving Consultancy (Two-Year Rule)

- IQMCINDIA and its auditors shall not provide consultancy services for clients.
- IQMCINDIA shall not certify a client's management system if it, or a related body, has provided consultancy to that client within the past two years, in accordance with Clause 5.2.7 of ISO/IEC 17021-1:2015.
- Certification and marketing activities are maintained as separate and independent functions.

7. Certification Decision-Making

Certification decisions are made by designated personnel or committees who have not participated in the audit. This ensures independence and prevents conflicts of interest in decision-making.

8. Monitoring and Oversight

IQMCINDIA applies continuous oversight to audit activities. Internal and third-party reviews are conducted to assess impartiality and identify risks. Audit records, decisions, and relationships are periodically evaluated to ensure unbiased conduct.

9. Training and Awareness

Personnel undergo regular training on impartiality principles, risk identification, and proper conduct. Awareness sessions are held to update staff on changes to laws, regulations, or standards that affect impartiality.

10. Conflict of Interest and Reporting Violations

All personnel are required to report potential conflicts of interest. Suspected violations of this policy must be reported immediately to the designated Compliance Officer or Management. IQMCINDIA provides a non-retaliatory environment to encourage transparent reporting.

11. Enforcement

Breaches of this policy are subject to disciplinary action, including suspension, reassignment, termination of employment, or contractual relationships, depending on severity and in accordance with applicable regulations.

12. Transparency and Public Access

This impartiality policy is publicly available on IQMCINDIA's website to ensure transparency of certification operations.

13. Review and Updates

This Impartiality Policy is reviewed annually, or as required, to reflect regulatory, operational, or structural changes. Updates are communicated to all relevant personnel, with appropriate training provided when necessary.

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Conclusion:

IQMCINDIA Certification Pvt Ltd remains unwavering in its commitment to impartiality, ensuring that all certification decisions are based solely on objective evidence obtained through ethical, unbiased audits.

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