



4.2. Management of Impartiality

4.2.1. The certification activities shall be carried out impartially with appropriate checks as mentioned below.

4.2.2. Certification activities shall be undertaken impartially without allowing commercial, financial and other compromises affecting the impartiality. Imperial Biosolutions Pvt. Ltd. has documented the processes in the form of procedures on impartiality of the operations.

4.2.3. IBSPL shall identify risks to its impartiality on an ongoing basis. This shall include those risks that arise from its activities, from its relationships, or from the relationships of its personnel, if it impacts impartiality.

4.2.4. If a risk to impartiality is identified, IBSPL shall able to demonstrate how it eliminates or minimizes such risk.

4.2.5. To ensure and safeguard impartiality, independence, and objectivity in all certification activities, the IBSPL “Top management” is committed to impartiality, including all personnel, committees, and any part of the same legal entity or entities, under its organizational control, shall strictly prohibit engagement in activities that may create a conflict of interest or compromise impartial decision-making.

4.2.6. IBSPL and any part of the same legal entity and entities under its organizational control does not:

a) Engage in the design, manufacture, installation, distribution, or maintenance of any product that it certifies.

b) Participate in the design, implementation, operation, or maintenance of any process that it certifies.

c) Be involved in the design, implementation, provision, or maintenance of any service that it certifies.

d) Offer or provide consultancy services to its clients, including advice, guidance, or solutions that could influence certification outcomes.

e) Offer to provide management system consultancy or internal auditing services to its clients where the certification scheme requires evaluation of the client’s management system.

IBSPL, ensures that these prohibitions extend to all related entities under its control, outsourced bodies, and individuals acting on its behalf.



The following activities are permitted and shall not be considered as compromising impartiality:

Exchange of information between the Certification Body and its clients for the purpose of:

Clarifying certification requirements;

Explaining assessment findings;

Providing general guidance that does not constitute consultancy;

Use, installation, and maintenance of certified products necessary for the internal operations of IBSP;L;

Implementation and Control.

IBSP;L shall:

Establish documented procedures to identify, analyze, evaluate, monitor, and mitigate risks to impartiality arising from prohibited activities.

Ensure that all personnel and external resources formally commit to impartiality and declare any potential conflicts of interest.

Maintain records demonstrating compliance with impartiality requirements.

Periodically review impartiality risks through the Impartiality Committee and top management.

Reference:

- ISO/IEC 17065:2012, Clause 4.2.6
- ISO/IEC 17021-1 (for definition of management system consultancy)
- SOP-05-Confidentiality and Conflict of Interest Procedure
- SOP-44-Code of Conduct- Inspector and Reviewer
- ANX 02 Conflict & Code of Conduct
- ANX 02A-Conflict & Code of Conduct-Management
- ANX 04 Code of Conduct for Committee Members
- ANX 07 Non-Disclosure and Confidentiality Agreement
-

Imperial Biosolutions Pvt. Ltd. is responsible for its certification activities. Commercial, financial or other pressures to compromise on impartiality are not allowed in its Certification activities. These are monitored through MRM, Advisory Board Proceedings and Certification Committee reviews.

Reference:

- Annex I -Risk analysis as Impartiality & Independence Analysis
- ANX 31 Risks to Impartiality - Analysis Results