



Kiwa International  
Certifications (M) Sdn. Bhd.

## Impartiality Policy

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### **Appendix E** **Our Impartiality Policy**

We, as Certification body understands and responsible for the impartiality of the conformity assessment activities and shall not allow commercial, financial or other pressures to compromise impartiality, included auditors, either internal or external, or committees who could influence the certification activities.

- We shall have a process to identify, analyze, evaluate, treat, monitor and document the risk related to conflict of interests arising from provision of certification including any conflicts arising from our relationship on an ongoing basis.
- We shall document and demonstrate how to eliminate or minimize the threats and document any residual risk, where there are any threats to impartiality.
- We shall demonstrate to cover all the potential threats that are identified, whether they arise from us or from the activities of other persons, bodies or organizations.
- We shall not be provided when a relationship poses an unacceptable threats to impartiality such as a wholly owned a certification from our parent.
- We shall not certify or certified by another certification body for our quality management system.
- We and any part of the same legal entity and any entity under organizational control of the certification body shall not offer or provide management system consultancy. This also applies to that part of government identified as the certification body.
- We shall not offer or provide internal audits to our certified clients including any part of the same legal entity.
- We shall ensure the action of recognized mitigation of threat is that not to certify the management system on client which it provided internal audits for a minimum of two years following the completion of the internal audits.
- We shall ensure a recognized mitigation for not certify the client management system for minimum of two years following the end of the consultancy, if the client has relationship with **KIWACERT** for any management system consultancy.
- We shall not outsource audits to a management system consultancy organization, as this poses an unacceptable threat to the impartiality.
- We shall not market or offered as linked with the activities of an organization that provides management system consultancy.
- We shall take action to correct inappropriate link or statement by any consultancy organization stating the certification would be simpler, easier, faster or less expensive if **KIWACERT** service were used.
- We shall ensure there is no conflict of interests, included auditors who have provided management system consultancy including those acting in managerial capacity, shall not be used by **KIWACERT** to take part in an audit. Therefore, a recognized mitigation of this threat is that auditors shall not be used for a minimum of two years following the end of the consultancy.
- We shall take action to respond to any threats to the impartiality arising from the action of auditors, bodies or organization.
- We shall require auditor, internal and external to review their situation for conflict of interests, and it shall record and use this information as input to identifying threats to impartiality raised by auditors or formal employee from clients.
- We shall not use such auditor, internal or external, unless they can demonstrate that there is no conflict of interest during recruitment process.