

1. The Company will ensure that the value of certification is upheld, the services of the Company shall be available to all users of Certification and such services shall be applied in a manner necessary to preserve impartiality, objectivity, independence, freedom from conflict of interest, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment and balance.
2. The Company (including its licensees, subsidiaries and auditors) shall not participate in the designing, implementation or maintenance (including Internal Audit) of the management systems of its Certification customers and shall not have been engaged in such activities in the two years prior to the customers receipt of the Company's Certification services.
3. The Company (including its licensees, subsidiaries and auditors) may arrange training and participate as a trainer provided that, where the course relates to management systems or auditing, it is confined to the provision of generic principles (and is not providing content that is tailored to a particular Company or its Management System).
4. The company undertakes to instil confidence in the delivery of its certification services to customers and other parties having an interest in certification. This is achieved by upholding the principles of impartiality, competence, responsibility, openness, confidentiality and responsiveness to complaints. The company is committed to safeguarding impartiality in its certification activities and recognises threats to impartiality from self interest, self review, familiarity and intimidation.
5. The company demonstrates its commitment to impartiality by regularly undertaking thorough assessments of the risks to impartiality and taking action to eliminate or minimise any risks identified. The risk assessment process is maintained through the company's governing board and associated management review process. All aspects of impartiality are ultimately overseen by the committee for safeguarding impartiality which assists in developing policies relating to impartiality; counteracts any tendency to allow commercial or other considerations to prevent consistent provision of certification activities; advises on matters affecting confidence in certification and regularly reviews the impartiality of the audit, certification and decision making process of the company.
6. The services of the Company are administered from an International Head Office, which is based in the United Kingdom. Local audit and marketing activities are arranged through branches (or agents/licensees) in the relevant country or operating territory. Such branches work to a Licence Agreement, which stipulates adherence to QAICL operating procedures and regulations. The Company shall maintain up to date operating procedures and regulations and shall ensure the comprehensive risk assessment of those operating under Licence.
7. QAICL has undertaken a review with its various Insurance Brokers, regarding the insurance cover that the Company may require in the conduct of its business as a UKAS et al accredited certification body operating domestic and

overseas certification. The Directors of QAICL have accepted that the following Insurance provision is necessary to maintain the Company with proper insurance cover; Office Equipment, Loss of Data, Employers Liability, Key Man Insurance, Professional Indemnity Insurance to £5 Million. Such insurance cover requirements will continue to be reviewed on an ongoing basis by the Company and adjusted accordingly.

8. From time to time the Company is required to evaluate its systems and procedures and practices, to ensure that impartiality in its certification is maintained. Parties with an interest in the certification services of the Company are invited, by virtue of this policy, to submit any proposals, comments or relevant observations on the services of QAICL so that these may be considered by the Company as part of its evaluation process for continual improvement.
9. Parties with an interest in certification shall be considered to include:
 - Consumers and members of the public
 - Non Governmental organisations and trade bodies
 - Governmental Authorities
 - Customers of certified companies
 - Client Companies
 - Applicants to the Scheme

All comments may be addressed to:

The Scheme Manager, Head Office – QAICL (UK), Dudley Court,
Dudley Road, Darlington, Co. Durham DL1 4GG.

10. Consultancy organisations are an established part of the implementation process of product assurance and management systems. QAICL will co-operate with outside organisations for the benefit of the client but will have no direct affiliation with management or product system consultancy organisations. QAICL will take action to correct inappropriate claims of affiliation (stated or implied) by any consultancy or other organisation that suggests directly, or indirectly, that certification would be simpler, easier, faster or less expensive by virtue of their co-operation with QAICL.
11. Processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing certification or expanding or reducing the scope of certification – [Click here for full details of these processes.](#)