

IMPARTIALITY POLICY

1. ISS's top management is committed to safeguarding the impartiality of all its management system certification activities, recognizing objectivity as fundamental. This commitment, communicated organization-wide, requires ISS to manage all potential conflicts of interest. To uphold this, ISS strictly prohibits providing any type of management system consultancy, training, or advisory services, thereby preventing the marketing of such services.
2. To ensure the objectivity of conformity assessment activities are undertaken impartially, conformity assessment activities shall not allow commercial, financial or other pressure to compromise impartiality. ISS implements strict prohibitions. Certification is not offered where threats to impartiality are unacceptable or cannot be eliminated/minimized. Non-negotiables include banning outsourced audits, prohibiting internal audits for certified clients, and refusing to certify other certification bodies for QMS. Additionally, personnel who provided consultancy in the preceding two years are barred from certification activities.
3. The policy centers on a robust, systematic process for managing impartiality risks. ISS uses a comprehensive procedure to identify, analyze, treat, monitor, and document all conflict-of-interest risks from certification work. Identified threats must be documented with precise steps for their elimination or minimization. Any residual risk is formally documented, reviewed by top management, and deemed acceptable before proceeding.
4. Finally, an Independent Impartiality Committee (IIC) acts as a crucial governance and oversight body. The IIC assists in developing impartiality policies and serves as an independent counterbalance against commercial or financial pressures that could obstruct objective certification. Through periodic reviews of audit, certification, and decision-making processes, the IIC continuously advises ISS on matters affecting public confidence in its certification integrity.