

## Impartiality Policy Statement

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### POLICY

ISO Experts Pty Ltd is an independent Australian company that provides auditing services in a range of schemes and programs including management system and market research certification. ISO Experts top management have a strong commitment to impartiality.

In order to maintain a high standard of service ISO Experts works to ensure that impartiality is maintained without exception whilst carrying out certification services. ISO Experts is responsible for the impartiality of its certification activities and shall not allow commercial, financial or other pressures to compromise impartiality. ISO Experts does not market or offer as linked with the activities of an organization that provides consultancy. ISO Experts does not state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used.

ISO Experts 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. However, such relationships may not necessarily present ISO Experts with a risk to impartiality. A relationship presenting a risk to impartiality of ISO Experts can be based on ownership, governance, management, personnel, shared resources, finances, contracts, marketing (including branding), and payment of a sales commission or other inducement for the referral of new clients, etc.

If a risk to impartiality is identified, ISO Experts shall be able to demonstrate how it eliminates or minimizes such risk. ISO Experts shall take action to respond to any risks to its impartiality, arising from the actions of other persons, bodies or organizations, of which it becomes aware.

All auditors are assigned to clients to ensure impartiality is maintained (i.e. within 2 years ISO Experts personnel shall not be used to review or make a certification decision for Market Research Certification for which they have provided consultancy). This includes signed declarations by all ISO Experts representatives and detailed reviews of both the clients and assessors prior to commencing any auditing services program.

ISO Experts procedures for carrying out our services activities including audits, client communication, correspondence and the final certification decision process have been documented to ensure that conflict of interest does not exist.

Where conflicts of interest have been identified and the conflict cannot be removed through assignment of a new assessor, the certification services shall not be provided to the client.

Any concerns relating to impartiality of our certification services can be directed to the ISO Experts Director.

**Name:** Robert Capozzi

**Signature:** 

**Position:** Director

**Dated:** 01 February 2019