	Impartiality Policy		Pol: QP 13.5 Rev: 01 Eff Date: June 2023
Developed by	Certification Manager	Approved by	Managing Director

1 Purpose

The purpose of this document is to outline the Certification’s Risk Policy to give effect to ISO/IEC 17021-1:2015, and accreditation requirements to provide an objective and impartial management system service to the clients.

2 Scope

This process describes NST Certification’s responsibilities and policy to safeguard impartiality.

3 Responsibility

The specific responsibilities are assigned throughout the document. The top management of NST is responsible for ensuring that impartiality is maintained and that any risks identified are reduced to an acceptable level and do not compromise impartiality, or the risk is eliminated.

4 Abbreviations

IC – Impartiality Committee

MS – Management System

CA – Corrective actions


IAF – International Accreditation Forum

AB – Accreditation body (like SANAS)

Consistent with the requirements of ISO/IEC 17021-1, this policy provides information and guidance on the management of impartiality for NST certification services. This policy on the management of impartiality is communicated to all via the NST website.

NST manages conflict of interest to ensure objectivity while undertaking certification activities. NST top management demonstrates a commitment to impartiality through the implementation of this policy and the Procedure for Impartiality Management.

NST shall identify, analyse and assess potential risks to impartiality on an ongoing basis. This shall include those risks that arise from its activities, its relationships, or the relationships of its personnel. When a risk to

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impartiality is identified, NST shall demonstrate how it eliminates or minimizes such risk. Details of risk assessment shall be maintained in the Risk Register.

NST shall not provide consultancy services and shall not certify companies previously consulted until after a period of 2 years has elapsed. To help reduce the threat to impartiality to an acceptable level, none of the members participating in certification activities shall have been involved in consultancy activities or internal audits with a client under consideration for a period of not less than two years prior to the activity date. NST shall not provide certification services to other certification bodies. NST has no relationship with any management systems consultancy organisation.


Personnel shall be made aware of the responsibility and liability that come with undertaking certification activities and making certification decisions. It is therefore the responsibility of all personnel engaged in certification work to ensure that they act impartially. This has been emphasized in the Code of conduct and ethics which includes a commitment to act professionally and in an unbiased manner. Any person having a vested interest in the result of the Certification of a Client and having reasons that can compromise their impartiality or independence concerning the client shall inform the officer at the NST responsible for the activity and declare any interest that could cause them to act partially.

Personnel engaged in certification work who have previously been employed by a certification client shall not perform certification activities about that client within at least 2 years of their previous involvement.

NST occasionally rotates its personnel amongst assignments with different clients to manage the risk of impartiality arising from over-familiarity between its personnel and the client.

NST has put in place the Impartiality Committee (IC) as a mechanism for the balanced involvement of stakeholders in developing principles and policies relating to impartiality; counteracting any tendency that may prevent the objective provision of certification services, and advising on matters affecting impartiality in certification activities, including public perception.

NST also has a Certification Decision Committee (CC) that reviews and recommends a decision on conformity. Members of this committee are different from those who conduct audits/evaluations. NST ensures that the due

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processes have been objectively fulfilled before granting certification without undue influence and ensures that procedures for complaints and appeals are adequately implemented for any aggrieved parties.

NST shall not allow commercial, financial, or other pressures to compromise impartiality.

Because of the potential intimidation threats that exist where the audits its client is an organization in authority over NST, if such an organization requests for certification services to be provided by NST, the Certification Department shall ensure that the audit team includes persons external to NST to manage any possible impartiality situation.