	UGANDA NATIONAL BUREAU OF STANDARDS	Document No: CERT/POL/06
	CERTIFICATION SCHEME	Issue No: 03 Revision No: 00 Effective Date: 15/08/2017
Document Title: POLICY ON MANAGEMENT OF IMPARTIALITY		


Consistent with the requirements of ISO/IEC 17021-1 and ISO/IEC 17065, this policy provides information and guidance on the management of impartiality for UNBS certification services. This policy on management of impartiality is communicated to all via the UNBS website www.unbs.go.ug

UNBS manages conflict of interest to ensure objectivity while undertaking certification activities. UNBS top management demonstrates commitment to impartiality through implementation of this policy and the Procedure for Impartiality Management (CERT/OP/11).

UNBS shall identify risks to impartiality on an ongoing basis. This shall include those risks that arise from its activities, or from its relationships, or from the relationships of its personnel. When a risk to impartiality is identified, UNBS shall demonstrate how it eliminates or minimizes such risk. Details of risk assessment shall be maintained in the Certification Impartiality Risk Register CERT/F13.

UNBS shall not provide consultancy services and shall not certify companies previously consulted for 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 audit with a client under consideration for a period of not less than two years prior to the activity date. UNBS shall not provide certification services to other certification bodies. UNBS 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 emphasised in the Code of conduct and ethics CERT/F18 which includes a commitment to act professionally and in unbiased manner. Any person having vested interest in the result of the certification of a client and have reasons that can compromise their impartiality or independence concerning the client shall inform the officer at the UNBS responsible for the activity and declare any interest that could cause them to act in a partial manner in form CERT/F04 or CERT/F05.

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

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

UNBS has put in place a Certification Impartiality Committee (CIC) as a mechanism for 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.

UNBS also has a Certification Review Committee (CRC) that reviews and recommends a decision on conformity. Members of this committee are different from those who conduct audits/evaluations. UNBS ensures that the due processes have been objectively fulfilled before granting certification without undue influence and ensure that procedures for complaints and appeals are adequately implemented for any aggrieved parties.

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

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

Approved by:  Deputy Executive Director/Standards	Approval Date: 15th August 2017
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