

## Impartiality Policy

1. QIMA certification unit top management ensures that QIMA is operated in a manner to safeguard objectivity and impartiality in delivering certification services in a non-discriminatory manner.
2. QIMA certification unit policies and procedures shall be non-discriminatory and administered in a non-discriminatory manner. Subject to limitations in this document, QIMA certification unit shall make its services available to all applicants whose application for certification services meets QIMA's criteria for the services offered by QIMA.  
Certification services may be restricted without discrimination where there is an unacceptable risk to QIMA. Such risks include but are not limited to the evidence of fraudulent behavior, concealment of information, or providing false/ misleading information in an application or in an assessment process.
3. All QIMA certification unit personnel, contractors, and volunteers involved in the delivery of certification services:
  - a. Shall act objectively and be free from any undue commercial, financial or other pressures that could compromise impartiality, and
  - b. Are under a continual obligation to disclose any potential conflicts of interest.
4. QIMA certification unit shall not offer or provide any service that impacts its impartiality. QIMA certification unit does not provide consultancy or any other services that pose a risk to impartiality. QIMA certification unit shall not suggest that certification would be simpler, easier, faster, or less expensive if any specified person, service(s) or consultancy organization was used.
5. Certification decisions shall be made by persons other than those who conducted the evaluation (as defined in ISO/IEC 17065).
6. QIMA certification unit monitors the conformance to this Impartiality Policy through the administration of its management system, including its process for managing risks and the Impartiality Safeguarding Committee.

Last Reviewed Date: July 29, 2021  
Next Review Due Date: July 28, 2023  
Approved by: Ann Leung  
(HCU)