



Impartiality is “not favouring one side over another”

Gabriel Registrar Certificate Issuing Services LLC (GR) based on that definition, hereby confirms implementation and adherence to the following policies:

1. It is the policy of GR to operate its Certification operations by ensuring the viability of the value of certification, accessibility of its services to all users of Certification and these shall be applied in a manner necessary to preserve the guiding principles of impartiality, competence, responsibility, openness, confidentiality and responsiveness.
2. GR (including its staff, auditors, subcontractors and agents) shall not participate in the designing, implementation or maintenance (including Internal Audit) of the management systems of its Certification customers and shall not have been engaged in such activities in the two years prior to the client's receipt of GR's Certification services.
3. GR embark on responsibility to inculcate confidence in the delivery of its Certification services to customers and parties that have an interest in Certification. This shall be achieved by upholding the principles of impartiality (including taking action against threats, i.e. from self-interest, self-review, familiarity, intimidation), competence, responsibility, openness, confidentiality and responsiveness to complaints.
4. In the management of impartiality, GR recognises the possibilities for conflicts of interests arising from relationships of those persons or organisations having an interface with GR. This includes staff, sub-contractors and agents. GR undertakes to complete a thorough assessment of the risks and the residual risks to impartiality and to determine the action to be taken to eliminate or minimise those risks. The risk assessment process will be on-going and will be maintained over all operations, services of GR and associated Management Review process.
5. GR Certifications is committed to provide and maintain a high quality, professional and impartial service as agreed for certifying clients' management systems which meets the requirements of all the relevant international, national and or other standards and or regulation normative documents and specifications as required by the accreditation authorities.
6. The top management of GR has the ultimate authority and responsibility to ensure the effective operation of GR's management system by ensuring the appropriate resources are available and deployed.
7. All personnel involved in the Certification operations are committed to understanding this policy, complying with the principles and documentation and maintaining continued competence.

It is understood by the top management of GR that it is required to evaluate its systems, procedures and practices from time to time to ensure that impartiality in its certification is maintained. Parties with an interest in the certification services of GR are invited, by this policy, to submit any proposals, comments or relevant observations on the services of GR, such that these may be considered by GR as part of its evaluation process for continual improvement.

Policy Approved by : Certification Manager
Gabriel Registrar Certificate Issuing Services LLC
Date: : 01 October 2019.