



1) **Purpose**

1-1 Define the impartiality procedure how will be defined and how the decision will be taken to control the impartiality.

1-2 Put the mechanism to determine the impartiality committee and how it will work.

2) **Scope of Application**

This Policy specifies the forms of objective evidence, by which the proof of impartiality in the context of the certification process is provided by Bureau Veritas Egypt decision making members, auditors, authorized persons, staff, where applicable, during the certification process.

3) **Reference**

- ISO 17065:2012 clause 4.2
- ISO 17001:2005 clause 5.0

4) **Responsibility for Application**

- Department managers
- Quality Manager
- Auditors
- Experts
- Staff
- [Outsource](#).

5) **Definitions**

• **Impartiality:**

“Presence of objectivity”, also conveyed by independence, freedom from conflict of interest, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment and balance.

• **Decision making members:**

Personnel who are members in technical committees and responsible for technical recommendation or who are members in certification committee and responsible for certification decision making to determine its status and granting certification.

• **Auditors and technical Experts:**

Personnel who implement assessment process for certification starting with document review and on sight assessment.

• **Staff:**

Personnel who work at Bureau Veritas Egypt technical relative departments to review the relative assessment process documents and may conduct assessment according to their competency.

6) **Procedure**

6.1. **Bureau Veritas Egypt policy on impartiality with interested parties**

The top management of BVE confirms its relationship among the governmental organizations which some of them are considered related bodies. These related bodies shall not perform any of the activities "Services" for which BVE have been tied to perform in accordance with conformity assessment, however they may have certified by BVE.

BVE review and analyses its interested parties governmental or non-governmental (risk analysis) against its certification process for discussing conflict of interest by BVE board and its certification committee.

BVE put into place the required fire walls to ensure that possible conflict of interest does not exist in its relationships with its interested parties, in such cases, There will be instances where a perceived conflict of interest cannot be eliminated, but can be mitigated, BVE has procedure to explain and demonstrate the processes in place to mitigate the possible associated raised risks.



6.2 BVE policy on impartiality with certification process

BVE mandated to ensure impartiality and stand in equal distance from all of its clients starting by their application and during the certification process of their activity.

BVE policies, rules, agreements and regulations that are put in a non-discriminatory way is published as "information package" and located at BVE Website in purpose of impartiality,

BVE ensures that all personnel and committees do not act objectively without any undue commercial, financial and other pressures that compromise impartiality regardless client's size of the applicant or membership of any association or group, nor shall certification be conditional upon the number of clients already certified.

6.3 BVE policy on impartiality on product conformity system

BVE management review meeting, review BVE interested parties analysis report, it is discussed, explained and demonstrated during, the processes in place to mitigate the possible associated residual risks.

It is not only BVE management review meeting routine for keep an eye to the interested parties relations (clients) , but also routine for BVE certification committee or the preceded assessment steps to stop the certification process for any impartiality unbroken reasons.

6.4 BVE policy on impartiality with staff

BVE staff, auditors and experts shall operate in a non-discriminatory manner towards all clients during the certification process, and for granting of certification operate in an impartial manner in pursuance of their duties.

BVE different committees members have to sign an agreement mandate them with impartiality statement against any conflict of interest,

BVE never provide any conformity assessment activities covered by certification nor consultation service for any governmental or non-governmental clients.

BVE auditors and experts employed by BVE to provide technical services are bound by agreements (confidentiality and impartiality agreement F-20-01) to disclose to BVE any fact or circumstance which might be reasonably considered to be inconsistent with the employment of the auditor or expert for the intended purpose.

6.5 BVE policy on impartiality with activities and services

BVE never introduce or provide any conformity assessment activities covered by certification nor consultation service for any governmental or non-governmental clients. Periodically provide a training and awareness in clients' standard ex. For ISO 5555

BVE periodically provide a training and awareness in the public domain in clients' standard ex. For ISO 5555, a participation costs may be paid to cover expenses of attendance at training courses organized by BVE, with the exception of auditor update seminars.

6.6 BVE impartiality review meeting

BVE has established the impartiality procedure to control the impartiality risk within its processes for product conformity as mentioned on the above clauses by establish the impartiality committee who will be responsible on review mentioned polices in this procedure through the impartiality meeting will be conducted twice a year and using the forms F-20-05 and F-20-06. The impartiality committee determined by BVE to be consists of :

1- Two members of BVE.

2- One member as market representative



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3- One member as industry representative

4- One member as community representative

All members out of BVE shall be free from bias because of being member of such committee. The bias such as working for BVE, be subcontracting for BVE, relative in BVE or have shares in BVE.

The decision on the committee will be taken using voting method.

7) **Forms:**

#	Name	Code
1.	confidentiality and impartiality agreement	F-20-01
2.	Auditor Agreement Form	F-20-02
3.	Conflict of interest policy	F-20-03
4.	Impartiality Risk Assessment Form	F-20-04
5.	Impartiality board meeting agenda	F-20-05
6.	Impartiality board meeting mints	F-20-06