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Impartiality Policy

Impartiality is defined as “not favouring one side over another

This policy should be read in conjunction with the “Conflict of Interest policy”.

Based on that definition, GHS hereby ensures the implementation and adherence to the following principles:

- a) GHS will ensure upholding the value of certification, the services of GHS will be available to all users of Certification and such services will be applied in a manner necessary to preserve impartiality, objectivity, independence, freedom from conflict of interest, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment, and balance.
- b) GHS “including its processes and auditors” will not participate in the designing, implementation, or maintenance (including Internal Audit) of the management systems of its customers and will not have been engaged in such activities in the two years prior to the customer’s receipt of the company’s Certification services.
- c) GHS undertakes to strengthening confidence in the delivery of its Certification services to customers and parties that have an interest in Certification. This will 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.
- d) The Company assures to complete a thorough assessment of the risks to impartiality and to determine the action to be taken to eliminate or minimize those risks. The risk assessment process will be on-going and will be maintained through GHS Executive and associated Management Review process.
- e) The Company will maintain up to date operating procedures including processes for individual certifications and appeals and will ensure that these procedures support impartiality. These procedures are contained in the Certification Procedure and the Certification Appeals Handling Process.
- f) In an annual basis The Company will evaluate its systems, procedures and practices to ensure that impartiality in its certification is maintained. Parties with an interest in the certification services of GHS are invited, by virtue of this policy, to submit any proposals, comments or relevant observations on the services of the company, such that these may be considered by the company as part of its evaluation process for continual improvement.
- g) Parties with an interest in certification are:

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- Applicants to the Service
- GHS Qualified Members, staff (permanent & contractual), subcontractors, agents, franchises, coordinators, representatives
- Clients of certified companies
- Governmental Bodies
- Non-Governmental organizations
- Accreditation Organizations
- Consumers and finished goods users.

i) GHS will co-operate with outside organizations for the benefit of its members but will have no direct affiliation with management/product system consultancy organizations

j) GHS will take action to correct inappropriate claims of affiliation (stated or implied) by any consultancy or other organization that suggests directly, or indirectly, that certification would be simpler, easier, faster, or less expensive by virtue of their co-operation with GHS .

General Manager: MOHAMED EL HADI MEBARKI

Date : 01/11/2023



MEBARKI