

	CERTIFICATION DOCUMENT	Document No: MSC-P04-POL Page 1 of 1
	IMPARTIALITY POLICY STATEMENT	Version: 06 Effective: October 2022
	Compiled by: CERTIFICATION	Approved by: GM Certification

The top management of the Namibian Standards Institution (NSI) Certification Body (CB), recognizes that the value of certification is the degree of confidence and trust that is established by an impartial and competent demonstration of fulfilment of specified requirements by a third party. To this effect the CB as the third party is committed to:

- Establish a process to identify, analyse, evaluate, treat, monitor, and document the risks related to conflict of interests arising from provision of certification on an on-going basis;
- Treat all identified risks in order to eliminate or reduce them to an acceptable level;
- Establish procedures for handling complaints and appeals;
- Ensure that no complainant or appellant is discriminated against;
- Remain impartial, therefore no internal audits, consultancy and certification of other certification body's Quality Management System (QMS) is provided;
- Declare that all certification activities are independent of any services offered by consultants and/or consulting organizations and no consultant/consulting organization shall make such claim. If such claims are made, NSI may take legal action;
- Ensure that none of the certification activities are outsourced;
- Ensure that all personnel involved in certification activities are not under any business, financial or other pressure that may influence the certification decision; and
- Communicate this policy to all persons involved in certification activities.

Signed: 
Acting GM: Certification

Date: 29/03/2024