



***Impartiality Policy***  
***[IVS/PCS/IP, Rev 3]***

***Bureau Veritas International Doha – IVS Department***

***- ISO/IEC 17024:2012***

*July 01, 2021*



***Move Forward with Confidence***

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**Bureau Veritas International Doha L.L.C** is the legal entity responsible for personnel certification activities.

**Bureau Veritas International Doha L.L.C** its Business Line Manager IVS, Staff and Sub-contractors fully understands the importance of impartiality in undertaking its Personnel certification activities. **Bureau Veritas International Doha L.L.C** will therefore ensure that in all its dealings with Candidates or potential Candidates, all employees or other personnel are and will remain impartial. To ensure that impartiality is both maintained and can be demonstrated, the following principals have been established.

- a) **Bureau Veritas International Doha L.L.C** Certificates are only issued following a review by an independent Certification committee authorised and competent (who has not been involved in the assessment of the candidate).
- b) **Bureau Veritas International Doha L.L.C** has established an Impartiality Committee which provides oversight on its Personnel Certification activities and represents a balanced involvement of interested parties
- c) **Bureau Veritas International Doha L.L.C** does not offer (and has never offered) training related to personnel certification or any other form of consultancy to candidate. **Bureau Veritas International Doha L.L.C** does not offer specific training related to personnel certification to any company in respect of implementing a particular scheme for that company.
- d) **Bureau Veritas International Doha L.L.C** does not offer (and has never offered) an internal examination service to its certified persons.
- e) Any new relationship between **Bureau Veritas International Doha L.L.C** and any other company that may have any potential impact on the impartiality of personnel certification process will undergo a risk assessment by the Committee for Impartiality prior to that relationship being formalised. Any current relationships with companies, organisations and individuals will be risk assessed on a regular basis to ensure that the relationship does not impact upon the impartiality of the personnel certification process.
- f) Individuals employed by or otherwise contracted to **Bureau Veritas International Doha L.L.C** are required to document and record their current and past relationships with all companies. Any situation past or present which may present a potential conflict of interest is required by **Bureau Veritas International Doha L.L.C** to be declared. **Bureau Veritas International Doha L.L.C** will use the information to identify any threats to impartiality and will not use that individual in any capacity unless they can demonstrate that there is no conflict of interest.
- g) **Bureau Veritas International Doha L.L.C** will not allocate a member of staff or sub-contractor to an assessment/examination where any past relationship has existed. Exceptionally and at the discretion of the Technical Manager or Business Line Manager IVS an individual or sub-contractor may be allocated where a past relationship has existed but there has been no relationship for a minimum of 2 years.
- h) **Bureau Veritas International Doha L.L.C** does not and will not offer any commission, ('finders fees' or other inducements) to any individual or company in respect of referrals of Candidates
- i) **Bureau Veritas International Doha L.L.C** will ensure that it is not marketed in any way which can impact the impartiality of the Personnel Certification process..
- j) Examiners and invigilators and others involved in the certification process are not and will not be put under any pressure and will not be influenced in any way to come to a particular conclusion regarding the result of an examination.

### **Bureau Veritas International Doha L.L.C's Impartiality Norms:**

- a) **Bureau Veritas International Doha L.L.C** will act impartially in relation to its applicants, candidates and certified persons. Its policies and procedures shall be fair among all.
- b) No outsourcing of Examinations to Training Institutes.
- c) No Referral Fees to be paid to Training Institutes.

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- d) Facts based communication to Candidates / Training Institutes.
  - e) Adherence to all Accreditation and other **Bureau Veritas International Doha L.L.C** Policies.
  - f) **Bureau Veritas International Doha L.L.C** shall not carry-out any other conflicting services other than its core business of Certification.
  - g) **Bureau Veritas International Doha L.L.C** shall not employ any professional conflicting its ethical policies.
  - h) **Bureau Veritas International Doha L.L.C** shall not allow any of its Examiners and invigilators to market the services and conduct the examinations for the same candidate.
  - i) **Bureau Veritas International Doha L.L.C** shall not allow any of its Examiners and invigilators to carry out financial transactions with Candidates / Training Institutes.
  - j) **Bureau Veritas International Doha L.L.C** shall not carry-out business with any Training Institutes inducing pressures to compromise impartiality.
  - k) All employees of **Bureau Veritas International Doha L.L.C** shall disclose any situation impairing the business ethics.
  - l) **Bureau Veritas International Doha L.L.C** shall not allow any of the Examiners and invigilators to carry out examinations for the candidates at least for 2 years from the date of relinquishment from their services for the candidate. Further all personnel involved in assessment process are required to declare any conflict of interest for each and every assessment assigned to them and annually for personnel who are not engaged in assessment but are involved in other certification activities.
  - m) **Bureau Veritas International Doha L.L.C** shall not allow any Examiners and invigilators to compromise on the examination timing as required as per the accreditation / **Bureau Veritas International Doha L.L.C** norms.
  - n) **Bureau Veritas International Doha L.L.C** shall not allow any Examiners and invigilators to conduct the examination for the customer for which it has not been approved for.
  - o) **Bureau Veritas International Doha L.L.C** shall maintain transparency with regard to all information.
  - p) No Examiners and invigilators shall divulge any confidential information of the customer to any third party without written consent from the customer and approval by IVS Business Line Manager.
  - q) No Examiners and invigilators shall carry any customer information with them after the usage period. All customer information shall be returned after usage.
  - r) Utmost care / verification to be carried out for granting the right scope of certification.
  - s) Any unethical practice observed should be notified to the management at the earliest.
  - t) **Bureau Veritas International Doha L.L.C** shall not allow any of its Examiners and invigilators to accept any gifts from customer / Training Institutes.
  - u) **Bureau Veritas International Doha L.L.C** shall not allow any Examiners and invigilators to conduct examination for the organization where any of its family members / close relatives are involved at a decision making position.
  - v) To ensure that impartiality is both maintained and can be demonstrated, **Bureau Veritas International Doha L.L.C** has identified and risk assessed all relationships which may result in a conflict of interest or pose a threat to impartiality

## Document validation and history

### Validation

	Prepared	Reviewed	Approved
Name	Anil V John	Abraham Vedhamuthu	Hossam Refaey
Function	IVS Technical Manager	IVS BL Manager	Country Chief Executive
Date	July 01, 2021	July 01, 2021	July 01, 2021
Signature			

### History

Revision	Date	Pages changed	Comments	Proposal	Verification	Approval
3	July 01, 2021	None	Formal revision	IVS Technical Manager	IVS BL Manager	Country Chief Executive
2	July 01, 2020	4	Responsible person under revision history revised	IVS Technical Manager	IVS BL Manager	Country Chief Executive
1	February 04, 2019	Page 3	Revised conflict of interest declaration requirements	IVS Technical Manager	IVS BL Manager	Country Chief Executive
0	October 07, 2018	Not Applicable	Initial preparation	IVS Technical Manager	IVS BL Manager	Country Chief Executive