

Impartiality Policy statement

The value of our services depends to a significant extent on our ability to maintain impartiality. To build market trust, we must ensure that our services are based solely on objective facts and, are free from conflicts of interest.

To strengthen this, we have setup below statements.

Several are only applicable to entities operating in compliance with ISO/IEC 17021-1 and/or ISO/IEC 17065

1. NMI will identify and address risks to impartiality when establishing cooperations or offering services.
2. Personnel involved in (conformity assessment) activities must declare they have read and understood this policy and disclose any relationships that may impose risks to impartiality. These declarations are updated regularly (e.g., annually or upon any change).
3. Client satisfaction surveys, conducted at least biennially, will measure clients' perceptions of the entity's impartiality.
4. Risks to impartiality arising from activities, relationships, or personnel will be identified, analyzed, and evaluated annually, with appropriate risk treatments implemented accordingly.
5. When forming evaluation teams or assigning activities, NMI will account for staff relationships that may pose impartiality risks.
6. NMI will not certify products, processes, or services of any party within the NMI Group.
7. NMI is prohibited from marketing or offering activities in conjunction with organizations providing consultancy services related to their scope of designated, appointed and/or accredited conformity assessment activities.
8. Personnel which have provided consultancy during a previous employment, will not be used to review, or have relevant input on a certification decision for two years.
9. Independent impartiality assessments, including review of the results risk assessment on impartiality, will be conducted at least every two years, with results submitted to the Advisory Committee (or Impartiality Committee).