

## IMPARTIALITY STATEMENT

KBS understands the importance of impartiality in carrying out its management system certification activities, manages conflict of interest and ensures the objectivity of its management system certification activities. KBS has identified the following prohibitive, restrictive measures to ensure the impartiality:-

- KBS doesn't not certify another certification body for its management system certification activities
- KBS and any part of KBS doesn't not offer or provide management system consultancy
- KBS and any part of KBS doesn't not offer or provide internal audits to its certified clients
- KBS doesn't certify a management system on which a client has received management system consultancy or internal audits, where the relationship between the consultancy organization and KBS poses an unacceptable threat to the impartiality of the KBS at least within two years following the end of the management system consultancy
- KBS doesn't outsource audits to a management system consultancy organization, as this poses an unacceptable threat to the impartiality. This does not apply to individuals contracted as auditors
- KBS' activities are not marketed or offered as linked with the activities of an organization that provides management system consultancy.
- KBS takes action to correct inappropriate claims by any consultancy organization stating or implying that certification would be simpler, easier, faster or less expensive if KBS is used
- KBS also doesn't state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organization is used
- KBS does not use personnel to take part in an audit or other certification activities if they have been involved in management system consultancy towards the client in question within two years
- KBS takes action to respond to any threats to its impartiality arising from the actions of other persons, bodies or organizations that come to KBS notice. The actions may include putting the information on KBS website, warning such persons, bodies or organizations involved, informing accreditation body, initiating legal actions etc.
- KBS personnel, either internal or external, or committees, who could influence the certification activities, act impartially and don't not allow commercial, financial or other pressures to compromise impartiality. KBS has signed an agreement with each personnel to this effect.KBS collect client feedback regularly to monitor the conduct of KBS personnel.
- KBS requires each personnel, internal and external, to reveal any situation known to them that may present them or KBS with a conflict of interests as per agreement