

Impartiality Policy

ISOQAR Ltd is the legal entity responsible for conformity assessment activities and any reference to ISOQAR in this Policy and Public Statement refers to this legal entity.

ISOQAR and its employees fully understand the importance of impartiality in its undertaking as an accredited conformity assessment body. Therefore, ISOQAR maintains processes and procedures to ensure that all interactions between clients and employees remain free from conflicts of interest.

To provide clear and concise direction, the following core principles are implemented:

Self-interest prevention

- Assessment findings shall be reviewed by an independent, authorised and competent person prior to the issue of an accredited certificate or statement.
- Financial inducement shall not be provided to any individual or company in respect of client referrals, unless:
 1. terms and conditions for referrals are implemented to include provision for non-prejudicial audit outcomes.
 2. risk assessments are conducted and suitable controls implemented to manage risks to impartiality.
 3. records of financial inducements are maintained as traceable evidence.

Intimidation prevention

- People working on behalf of ISOQAR shall be protected from undue commercial and societal pressure, particularly when exercising a role that is key to the conformity assessment process. Whistleblowing procedures are implemented to provide the facility for raising concerns.

Group Statement

ISOQAR Limited, SafeContractor Limited and The Planet Mark Limited are wholly owned subsidiaries of Veriforce Holdings Limited. Reference to 'Veriforce' herein refers to Veriforce Holdings Limited including its subsidiaries.

Veriforce and its employees fully understand the importance of impartiality in its undertaking as a market leader in technology enabled compliance, risk management and accredited conformity assessment. Therefore, Veriforce maintains processes and procedures to ensure that all interactions between group Companies, clients and employees remain free from conflicts of interest.



Jim Anderson
Chief Executive Officer – ISOQAR
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Self-review prevention

- ISOQAR shall not provide consultancy to any client, or provide an internal audit service to clients in receipt of accredited conformity assessment activities.
- Training delivered by the ISOQAR Academy shall contain neutral content that is not tailored towards a single client.
- It shall remain independent of third-parties that provide consultancy and internal audit services; any relationship formed with a consultancy or internal audit service shall be subject to appropriate and periodic risk and control assessment.

Familiarity prevention

- All those working on behalf of ISOQAR shall be required to undertake a Declaration of Interest.
- At least two years shall have lapsed since the last point of contact between a worker and a client before that worker can be involved in any assessment or decision processes.