



Impartiality Policy

ATC Certification is a UK-based ISO certification body providing ISO certification services and training to a worldwide client base consisting principally of language service companies.

It is the policy of ATC Certification to ensure the impartiality and objectivity of the certification service provided, in order to maintain trust and confidence in our certification decisions.

ATC Certification's commitment to achieving this policy is demonstrated through the implementation and maintenance of the organisation's Certification Management System (CMS) and the associated processes, policies, and procedures.

Certification decisions are made by an impartial certification committee based on objective evidence of conformity (or non-conformity) obtained during the audit process and are not influenced by any other interest or third party.

ATC Certification takes a risk-based approach to identifying, managing and minimising any conflict of interest or threat to impartiality which may include, but is not limited to:

- The source of revenue from the client,
- Self-interest,
- Self-review,
- Familiarity,
- Intimidation.

Appropriate measures have been established to ensure that certification audits are not completed by suppliers who have an existing relationship with the client through provision of consultancy or internal audit services.

All internal and external personnel who could influence the certification activities provided by the ATC Certification Committee are contractually obliged to act impartially and must not allow commercial, financial or other pressures to compromise their behaviours.

There is a further requirement that all such instances must be disclosed to ATC Certification, and will be recorded, investigated and resolved. Actions that compromise the impartiality and integrity of the ATC Certification service may result in the termination of the relationship with those involved.

The ATC Certification Service is committed to monitoring performance closely to review the effectiveness of the management of risk and to identify further areas for improvement via Management Review meetings.

A copy of this Impartiality Policy is available to all staff and other interested parties.

Approved on 19th March 2021

By the Operating Board