

Impartiality Policy

Purpose

JASANZ exists to foster confidence in trans-Tasman and international trade. Impartiality is fundamental to that mission, ensuring every accreditation decision is free from bias and seen as trustworthy by government, industry, and the community.

Scope

This policy applies to All Personnel (JASANZ employees, contractors, committee members and any external party engaged in accreditation activities conducted on behalf of JASANZ) in Australia, New Zealand or overseas.

Policy statement

JASANZ commits to:

- Making all accreditation decisions objectively, without undue financial, commercial, or political influence.
- Maintaining organisational structures and decision-making processes that separate assessment from accreditation decisions.
- Applying non-discriminatory policies, processes, and procedures in a non-discriminatory way.
- Requiring every person involved in accreditation to disclose actual or potential conflicts of interest, including any existing, prior, or foreseeable relationships which may compromise impartiality and taking prompt action to eliminate or control them.
- Never providing consultancy services or other activities that could compromise impartiality and ensuring clear separation where related bodies offer such services.
- Publishing this policy and keeping it under regular review, demonstrating Board-level commitment to impartiality.

Responsibilities

Role	Key responsibilities
Governing Board	Owens the policy, reviews residual risk, provides governance and oversight of safeguarding impartiality.
Executive Leadership Team	Implements systems, report risks, promotes a culture of integrity, and provides resources to safeguard impartiality.
Audit & Risk Committee	Monitors impartiality controls and recommends improvements.
*Technical Advisory Council (TAC) & Accreditation Review Board (ARB)	Represents interested parties, reviews risks, and advises on impartiality matters.
All Personnel	Declare any actual or potential conflicts of interest (including any existing, prior, or foreseeable relationships which may compromise

Role	Key responsibilities
	impartiality), follow this policy, and complete annual impartiality training.

*The TAC and ARB are a balanced forum of regulators, industry, consumer, and conformity-assessment representatives, ensuring no single interest predominates.

Risk management

JASANZ uses a documented process to identify, analyse, treat, and monitor risks to impartiality, including periodic workshops and the use of a live risk register. High or emerging risks trigger immediate action and, where elimination is not possible, documented controls and Board oversight to minimise residual risks. When an unacceptable risk to impartiality is identified and which cannot be mitigated to an acceptable level, then accreditation shall not be provided.

Operational controls

1. **Impartiality review** – every assessment plan undergoes an impartiality check before approval.
2. **Independent decision-making** – individuals who participate in an assessment cannot take part in the related accreditation decision. JASANZ cannot provide any service that affects impartiality.
3. **Contractual safeguards** – agreements with conformity-assessment bodies oblige them to cooperate with impartiality requirements and advise clients of any accreditation changes.
4. **Stakeholder engagement** – we consult interested parties at least annually to validate our impartiality framework.
5. **Information management** – confidential information obtained through accreditation is protected; public information is released transparently in line with ISO/IEC 17011 clause 8.

Monitoring and review

- **Internal audits** of impartiality controls are conducted annually and reported to the Board.
- **External peer evaluations** (e.g., APAC) provide additional assurance.
- **Policy review** occurs every 12 months or sooner if triggered by material change, stakeholder feedback or audit findings.

Raising concerns

Anyone who feels JASANZ has acted without impartiality may lodge a complaint via contact@jasanz.org