1. Purpose

To ensure that all personnel certification activities are conducted in a fair, impartial, confidential, and transparent manner, in compliance with ISO/IEC 17024 requirements.

2. Scope

This policy applies to all applicants, candidates, certified persons, examiners, committee members, and staff involved in certification schemes managed by RG.

3. Policy Statement

- Certification decisions are based solely on **objective evidence** obtained through valid and reliable assessment methods.
- All personnel involved in certification must sign an **Impartiality & Confidentiality Agreement**.
- Any **conflict of interest** must be disclosed, documented, and managed appropriately.
- Confidentiality of candidate records and certification data is maintained at all times.
- RG does not allow commercial, financial, or external pressures to compromise impartiality.

4. Impartiality Management

- **Independent Impartiality Committee** oversees impartiality risks and advises top management.
- **Separation of Functions:** Certification decisions are made by individuals independent of training or assessment roles.
- **Annual Risk Review:** Potential threats to impartiality are identified, recorded in the Risk Register, and mitigated.

- **Personnel Obligations:** All staff must disclose conflicts of interest annually and immediately report emerging risks.

5. Confidentiality

- Candidate records, examination results, and certification decisions are treated as confidential information.
- Access to records is restricted to authorized personnel only.
- External disclosure of certification information is permitted only with candidate consent or as required by law.

6. Certification Process Integrity

- Certification decisions (granting, maintaining, renewing, suspending, withdrawing) are made by the **Certification Decisions Committee**, based on documented evidence.
- Appeals and complaints are handled through a documented, impartial process, ensuring no discrimination against appellants.
- Misuse of certificates, logos, or marks is addressed through corrective measures, including warnings, suspension, or withdrawal.

7. Continuous Improvement

- This policy is reviewed annually by top management and the impartiality committee.
- Improvements are incorporated into the management system to ensure ongoing compliance with ISO/IEC 17024.

Approved by: Haouam Loubna

Signature:

Loubna HAOUAM
Gérante

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