

## Management of Impartiality Statement

This statement summarises the mechanisms used by IHCA Certification to ensure that all third-party certification and accreditation activities are conducted in a manner that ensures the impartiality of all activities.

The General Manager has overall accountability for activities undertaken by IHCA Certification.

The Chief Operations Officer has primary responsibility for ensuring that all certification and accreditation activities will satisfy the impartiality requirements of various schemes. Specific coverage includes:

- IHCA Certification does not engage in consultancy services including, but not limited to, the development and implementation of management systems.
- The Chief Operations Officer has been delegated decision-making powers in relation to certification and accreditation.
- The Board scrutinises impartiality of certification policies, procedures and activities.
- IHCA Certification is distinguished from its parent company, the Institute for Healthy Communities Australia Ltd, through a separate website, logo and marketing information.
- Directors of the Board, IHCA Group General Manager and staff all make a Fit and Proper Person declaration and update this on a regular basis.
- All employed and contracted auditors and technical experts are required to complete an annual Fit and Proper person declaration and confidentiality deed.
- Before accepting to undertake an audit, each auditor and technical expert is required to declare any known conflicts of interest with that client and confirm with their signature and date of declaration. They declare that in the two years preceding the date on which the Statement was signed, they have not undertaken any marketing, presentations, or consultancy services related in any way to the implementation of the client's quality management systems.
- IHCA Certification carries appropriate risk insurances and is financially viable.
- IHCA Certification is subject to regular surveillance audits by JAS-ANZ.