



Doc No.	QM 02 Clause 4.2	QM 02 Clause 4 General Requirements 4.2 MANAGEMENT OF IMPARTIALITY	Rev No.	01
Page No.	06		Rev Date	27.01.2026

(Reference- ISO 17065:2012)

4.2 Management of impartiality

4.2.1 At GreenCert ,the certification activities are undertaken impartially.

4.2.2 GreenCert is responsible for impartiality of certification activities and does not allow commercial, financial/other pressures to compromise impartiality .

4.2.3 GreenCert identifies risks to its impartiality on an ongoing basis .This includes risks from-

- Its activities
- From its relationships
- The relationships of its personnel

Risks posed by client/operator and their operations, which can be a potential threat to the integrity of the organic practice, are taken seriously at GreenCert.

4.2.4 GreenCert has policy and procedure to eliminate/minimize the risks when risks are identified.

It is therefore GreenCert’s policy to assess and address risks methodically & categorically. GreenCert categorizes each operation after inspection as low, medium and high risk. Based on this initial evaluation, the operation is later placed under surveillance to reduce the risk .

4.2.5 GreenCert’s top management is committed to impartiality .

The CEO personally monitors access to activities given by staff to operators/clients. Regular training and understanding is given to staff to maintain impartiality.

4.2.6 GreenCert is not

- Involved in the design,manufacture,installation,distribution or maintenance of the certified processes.
- Provide consultancy to its client/operator.

4.2.7 GreenCert ensures that the activities of separate legal entities with which it has a relationship do not compromise the impartiality of its certification activities.

4.2.8 GreenCert has no separate legal entities or relationships with other separate legal entities that would compromise the impartiality of its certification activities.

4.2.9 GreenCert’s activities are not marketed/offered as linked with the activities of an organization providing consultancy. GreenCert does not state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used.

4.2.10

All the employees are made to sign a Conflict of Interest & Confidentiality agreement.

4.2.11 GreenCert responds and takes action when it becomes aware of risks to impartiality due to actions of other persons, bodies or organizations, of which it becomes aware.

4.2.12 All the personnel and committees at GreenCert who could influence the certification activities shall act impartially .

(Reference-NPOP 8th Edition)

Prepared by : QM	Approved by : CEO
------------------	-------------------

Doc No.	QM 02 Clause 4.2	QM 02 Clause 4 General Requirements 4.2 MANAGEMENT OF IMPARTIALITY	Rev No.	01
Page No.	07		Rev Date	27.01.2026

- GreenCert and all those involved in the certification program are impartial in all the activities that they carry out.
- GreenCert staff adheres to an objective, fair and consistently applied process for collecting and evaluating information for decision-making that treats all people with equity.
- The Staff and Certification committee commit to acting impartially in relation to its applicants, candidates and certified people.
- They understand the importance of making decisions related to certification in accordance with its policies and procedures and exercises due diligence in doing so.
- Policies and procedures affecting applicants, candidates and certified people, are made public and shall fairly and accurately convey information about the certification program to all stakeholders.
- GreenCert Staff understand concerns to impartiality, which include, but are not limited to self-interest, activities from related bodies, and relationships of personnel, financial interests, favoritism, conflict-of interest, familiarity and intimidation. Staff periodically conduct an analysis to determine the potential concerns, both real and perceived, of an individual or an organization to influence the certification processes or benefit from them.

Management of Impartiality

- Impartiality is managed by giving services to all concerned despite their age, gender, financial status, cast or religion.

Mechanism for Maintenance of Impartiality

- The CEO personally monitors access to activities given by staff to operators/clients. Regular Training and understanding is given to staff to maintain impartiality.
- The inspection and certification of Operators/Clients shall be based on an objective assessment of the relevant factors specified in the NPOP.
- It shall ensure freedom from any commercial, financial and other pressures that might influence the results of the certification process.
- The decisions on certification are taken by persons other than those who conduct inspection and evaluation of the Operators/Clients.