



**TCIC Global Certification Ltd.**

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## Impartiality Statement

Impartiality principles are the basis for specific performance and requirements of certification service. Certification process has not made specific interpretation on all possible situations. When unanticipated condition occurs, these principles shall be applied as a guideline for decision.

The overall objective of certification is to make the management system reach the regulated requirements and give confidence to all parties. The value of certification lies in the public confidence and trust level established by the impartial and competent assessment of a third party. The interested parties of the certification include, but are not limited to:

- TCIC clients
- Customers of the organizations whose management system has been certified
- Governmental institutions, Non-government organizations, and
- Consumers and other public

The principles used to stimulate the confidence include:

- Impartiality
- Competency
- Responsibilities
- Openness
- Confidentiality
- Response to complaints

### Impartiality

- To provide confidence in the certification, TCIC shall maintain the impartiality and make people feel such impartiality
- The certification fee paid by the clients is the income source of TCIC and is a potential treat to the impartiality.
- In order to obtain and maintain the confidence, TCIC makes certification decision according to the objective evidence of conformity (or nonconformity) and it is absolutely essential not to be influenced by other interests or other groups;
- Treat to the impartiality includes the following items:
  - a) Treat from self-interest: Such treat is caused by the individual or TCIC behavior according to their own interest. The financial self-interest related to the certification is a treat to such impartiality.
  - b) Treat from self review: Such treat is caused by the individual or TCIC self review. For example, if the certification body provides management system consulting for the client, and then audits this client's management system, it is a treat from self review.
  - c) Treat of familiarity (or trust): Such treat means that the individual or TCIC is so familiar with or trusts other personnel so much that it is unnecessary to find out audit evidences.
  - d) Treat of intimidation: Individual or TCIC feels being openly or secretly intimidated; for example, intimidated to make changes or report to the supervisor.

