

Impartiality Policy

GENERAL

The Zambia Bureau of Standards shall conduct conformity assessment activities impartially in accordance with requirements ISO/IEC 17065 and ISO/IEC 17021 in order to maintain the trust that stakeholders should expect from certification.

COMMERCIAL, FINANCIAL AND OTHER PRESSURES

The Zambia Bureau of Standards shall not allow commercial, financial or other pressures to compromise impartiality and is organised in such a way as to ensure that impartiality is not compromised.

CONSULTANCY

The Zambia Bureau of Standards does not engage in any activities which could compromise its impartiality; it does not provide consultancy on certification, nor does it have links with organizations providing consultancy on certification, and it does not promote the services of any such body.

However, The Zambia Bureau of Standards does provide training to external parties although these courses are confined to the provision of generic information that is freely available in the public domain.

NON-DISCRIMINATION

The Zambia Bureau of Standards applies its policies and procedures in a non-discriminatory way, and its services are available to all Zambian or foreign organization whose certification applications fall within its defined scope of activities. Eligibility is not dependent on size of the applicant, number of organizations or products already certified or membership of any association or group.

POTENTIAL CONFLICTS OF INTEREST

The impartiality and objectivity of the certification services that The Zambia Bureau of Standards provides is firmly controlled. All Zambia Bureau of Standards certification personnel and externally contracted personnel, as well as members of Zambia Bureau of Standards committees, are required to declare any potential conflicts of interest. Certification decisions are made by competent persons independent of the evaluation of the organizations under review.

POTENTIAL RISKS

The Zambia Bureau of Standards evaluates potential risks to its impartiality on an on-going basis using a number of mechanisms including internal audit, management review and consultation with appropriate interested parties. Where any such risks are identified, the Zambia Bureau of Standards shall put appropriate measures in place to eliminate or minimise them. These measures are monitored for effectiveness.

COMPLAINTS AND APPEALS

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In the event that clients or other stakeholders have concerns regarding impartiality or objectivity, the Zambia Bureau of Standards has non-discriminatory procedures in place for handling complaints and appeals.