



# SNS Certification

Standards and Systems Certification

## Statement of Impartiality

Public Impartiality Commitment

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## Amendment / Revision Record

Clause / Page	Revision Details	Reason	Issue	Rev.	Date
All	First SNS public resource issue prepared in SNS template.	Initial release	01	00	24.05.2026

**Review and update:** SNS Certification reviews public resource documents periodically or when certification requirements, service scope, process ownership, legal obligations, or accreditation/scheme requirements change.



## 1.0 Purpose

This statement communicates SNS Certification's commitment to impartial certification and assurance activities. It explains how SNS Certification protects independence, manages conflict of interest, and maintains objectivity during assessment, review and certification decision activities.

## 2.0 Scope

This statement applies to all certification activities, audit assignments, technical reviews, certification decisions, mark-use decisions, complaint handling, appeal handling and related outsourced or contracted activities performed under the responsibility of SNS Certification.

## 3.0 Statement of Impartiality

SNS Certification performs certification and assurance activities in an impartial, independent and objective manner. Certification decisions are based on competent review of objective evidence and applicable requirements, and are not influenced by commercial pressure, ownership interest, client relationship, personal interest, consultancy activity, or any other factor that could compromise confidence in the certification process.

SNS Certification recognizes that impartiality is essential for credible certification. All personnel, auditors, experts, reviewers, committee members and external resources working for or on behalf of SNS Certification are required to identify and report actual, potential or perceived conflicts of interest before accepting an assignment or participating in a decision.

## 4.0 Impartiality Principles

- **Independence of decision:** Personnel involved in audit or client support activities shall not make certification decisions for the same client where independence could be affected.
- **Objectivity of evidence:** Audit conclusions and certification recommendations shall be supported by audit evidence, records, interviews, observations and applicable criteria.
- **No consultancy conflict:** SNS Certification shall not present certification as linked with consultancy, guaranteed outcomes, or a requirement to use any particular consultant.
- **Equal access:** Services are made available within stated scope and competence without discriminatory conditions.
- **Transparency:** Clients are informed of process requirements, certification conditions, suspension/withdrawal risks and mark-use rules.
- **Confidentiality:** Information obtained during certification activities is safeguarded while still allowing legally required disclosure or authorized public verification.

## 5.0 Conflict of Interest Controls

SNS Certification evaluates impartiality risks during resource selection, contract review, audit team assignment, technical review, decision making, complaint handling and appeal handling. Where a risk is identified, controls may include recusal, alternate reviewer assignment, independent committee review, additional supervision, documented justification, or refusal of work where impartiality cannot be protected.

## 6.0 Responsibilities

Role / function	Responsibility for impartiality
Top Management	Provides authority, resources and direction to maintain impartial certification activities.
Technical / Certification Management	Ensures competent audit team selection, independent review and controlled decision making.
Auditors and Technical Experts	Declare conflicts, collect objective evidence and avoid consultancy during certification audits.
Decision Personnel	Verify that conclusions are supported by evidence and that unresolved impartiality risks are addressed before decision.
All Personnel and Contractors	Maintain independence, confidentiality, professional conduct and timely reporting of potential conflict.



## 7.0 Public Availability

This statement is made available to clients, applicants and interested parties through the SNS Certification resources page. Questions, concerns or complaints related to impartiality may be submitted to SNS Certification through the published contact channel.

## Document Approval

Prepared by	Reviewed by	Approved by	Effective date
SNS Certification Management	Technical / Process Owner	Authorized Management	24.05.2026

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