	INTERNATIONAL STANDARDS REGISTRAR	Doc. Ref	ISR/PR/o8
	IMPARTIALITY POLICY	Reviewed by	Director- Operation
		Approved by	Director - Certification
		Issue no	01
		Issued Date:	12/08/2025
		Rev No	00
		Rev. Date	--

Impartiality Policy

ISR Certification (Pvt) Ltd is fully committed to maintaining impartiality in the performance of all certification activities. As a third-party certification body operating in accordance with **ISO/IEC 17021-1** and **SLAB accreditation requirements**, we recognize the critical importance of ensuring that all certification decisions are made with objectivity, transparency, and freedom from any conflict of interest.

To uphold this commitment:

- **All certification decisions are based solely on objective evidence of conformity** to the relevant standards, gathered through impartial and competent audit processes.

- **ISR does not permit any commercial, financial, or other external pressures** to influence the outcomes of audits or certification decisions.

- **ISR does not provide management system consultancy** or any services that may compromise impartiality to clients seeking or holding certification.

- **Risks to impartiality are continually identified, analyzed, reviewed, and mitigated** through our impartiality risk management process and oversight by the Impartiality Committee.

- **All ISR personnel, including external auditors and decision-makers, are required to act impartially** and disclose any potential conflicts of interest prior to involvement in any certification activity.

- **Any concerns or complaints regarding impartiality may be reported at any time** through the official ISR communication channels.

ISR maintains a dedicated **Impartiality Committee** with representation from key interested parties to oversee the impartiality of certification activities and ensure that no undue influence is exercised.

This policy is publicly available to reaffirm our unwavering commitment to impartiality, independence, and integrity in all our certification activities.