



Impartiality & Confidentiality policy

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1. **The inspection body** must have a clear, documented commitment to impartiality in all aspects of its inspection activities, this includes implementing policies and taking active steps to ensure that all inspections are conducted objectively without any conflicts of interest.
2. **The standard requires** inspection bodies to systematically identify and manage risks that could compromise impartiality. This involves assessing potential sources of bias or influence, whether from internal or external sources (e.g., personal relationships, financial interests, or organizational pressures).
3. **EMG**, as a Type A inspection body, is fully independent from the organizations it inspects, ensuring impartiality and eliminating any conflicts of interest in its inspection processes.
4. **Personnel** involved in inspections must operate without bias, meaning that they should not be subject to any influences that could impact their judgment, Inspection bodies are required to ensure their staff declare any potential conflicts of interest and are not placed in situations where impartiality could be compromised.
5. **The organization** must communicate its impartiality policy both internally and externally, ensuring that clients, regulatory bodies, and other stakeholders understand its commitment to impartiality.
6. **The inspection body** must ensure that all information obtained during inspection activities is kept confidential and used only for the purposes of the inspection.
7. **Procedures** must be in place to safeguard proprietary or sensitive information of clients, and personnel must be trained to handle information securely and responsibly.
8. **Confidentiality agreements** should be signed by all staff and any external parties involved in the inspection process.
9. **This Policy** will be reviewed annually.
10. **EMG**, as a Type A inspection body, does not engage in design, manufacture, supply, purchase, or maintenance of inspected items, and is fully independent from related parties as required by ISO/IEC 17020 Annex A.1.
11. **Confidential information** shall not be disclosed to unauthorized individuals or entities unless required by law. In such cases, the client will be informed unless prohibited by law

General Manager

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Date: 13/07/2025

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