

# Our 14-point impartiality management charter

- 01.** To provide "fair, clear and appropriate" information on the POURQUERY website:  
- the scope of Certification,  
- the Certification Rules,  
- the charter on impartiality.
- 02.** To treat all applications equally:  
- a single tariff per type of service,  
- identical treatment of applications regardless of the size or number of staff of the applicant organisation.
- 03.** Ensure that the views of all interested parties are sought in the revision of the Certification rules.
- 04.** Maintain a remuneration policy not correlated with the number of certifications achieved.  
No correlation is allowed between the remuneration of staff involved in the certification process and the number of certifications performed and/or their results.
- 05.** To make the Certification Officer and all personnel involved in the certification process aware of the system for preserving the impartiality of product certification activities and to inform them of this system:  
- policies and principles relating to impartiality,  
- any tendency to allow commercial or other considerations to interfere with the objective and reliable provision of certification services,  
- elements that may affect impartiality and confidence in certification, including transparency.
- 06.** For the same product/customer pairing, no consulting activity is conducted in addition to or at the same time as a certification activity by our organisation.
- 07.** Refuse categorically any advantage offered by a client of the certification. If the case arises, declare this type of action to the Quality Manager and formalise this observation by means of an anomaly sheet.
- 08.** Favour the rotation of the personnel who assess the subcontracted laboratories to be qualified for the performance of normative tests. Ensure that these assessment personnel do not carry out more than three successive audits within the same testing facility (unless an exemption is justified).
- 09.** Ensure that the Certification Manager who draws up the evaluation report listing the activities carried out during the certification process has not personally intervened in these same activities.
- 10.** Ensure that there are no conflicts of interest for all internal (and external) personnel involved in certification activities for manufactured products. Personnel involved in certification who have declared incompatible activities or links with a company for **less than two years** will not be allowed to participate in the certification process of the company concerned.
- 11.** To guarantee that our organisation does not offer any personalised training, advice or blank audit to a manufacturer/agent holding a certification issued by us.
- 12.** To deal fairly with all reports of misuse and counterfeiting in accordance with the provisions of the quality manual, certification rules and associated procedures in force.
- 13.** Identify the regulations in force on the basis of which requirements or criteria for certification are adopted.
- 14.** Ensure that all stakeholders in the certification process are committed to confidentiality.

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Signature of the President  
Ivan POURQUERY



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