

Impartiality of PCI Certification Activities Policy

IMPARTIALITY OF PCI CERTIFICATION ACTIVITIES POLICY

PCI has a commitment to impartiality and understands the importance of this. In doing so, PCI manages conflict of interest and ensures the objectivity of its certification activities. PCI does not outsource audits to a management system consultancy organization, as this poses an unacceptable threat. Our activities are not marketed or offered as linked with the activities of an organization that provides management system consultancy, and we take actions to correct all inappropriate claims by any consultancy organization. All PCI personnel who could influence the certification activities act impartially and do not allow commercial, financial, or other pressures to compromise impartiality. PCI remains impartial to all its applicants, candidates, or Certified Clients; and its policies and procedures for certification of management systems shall be fair to all applicants, candidates, or Certified Clients. PCI certification is not restricted on the grounds of undue financial or other limiting conditions, such as membership, and PCI shall not use procedures to unfairly impede or inhibit access by applicants and candidates.

IMPARTIALITY COMMITMENT STATEMENT

The main activities of PCI, other than Management System Certification (MSC), include standards formulation, personnel certification, standards promotion, international cooperation, and training services. All these activities, including Management System Certification activity, have an independent setup that consists of department heads responsible for these activities, and officers and staff working under them. There is, therefore, no conflict of interest with other functions of PCI that may affect the confidentiality, objectivity, or impartiality of the Management System Certification activity. No function of PCI involves consultancy for the development of management systems; services to design, implement, or maintain management systems; or those services that PCI certifies and registers.

Standards formulation departments of PCI or any other department, including MSC, may make available and publish on request information about the basis for interpretation of the requirements of the assessment and other related standards. This shall not be considered as consultancy or necessarily creating a conflict of interest.

PCI does not provide any kind of consultancy services for advising, preparing, development, implementation, or any matter relating to management systems for any organization. Therefore, no situation exists for marketing this activity of consultancy services nor does PCI suggest or market any specified consultancy or training services undertaken by another organization. Nor does PCI outsource audits to organizations that provide management system consultancy. In fact, any PCI personnel or subcontractors who have provided consultancy or internal audits for a client, or had any relationship with a client, are not to be used for a minimum of two (2) years for certification activities.

PCI Management System Certification activities are not marketed or offered as linked with the activities of any management system consultancy organization. The training services provided by PCI are also not marketed or suggested by the Management System Certification program for any simpler, easier, or less-expensive certification process.

PCI does not certify any other certification body offering management system certification. It also does not offer internal audit services to its licensees.

PCI's Safeguarding Impartiality Committee represents a balance of interests of various stakeholders such that no single interest predominates. It monitors the impartiality and functioning of the MSC activity.

PCI personnel, including its senior executive and staff, are free from any commercial, financial, and other pressures for undertaking Management System Certification activity and other activities associated with it that might influence the results of the certification process.

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PCI personnel/subcontractors will not be influenced by financial, commercial, or other pressures when conducting certification activities, and will take action to address any situation that would affect impartiality. PCI personnel/subcontractors are required to disclose any potential conflicts of interest as a condition of their employment. Potential conflicts of interest and threats to impartiality are reviewed and documented. PCI will not provide certification services if impartiality is threatened by activities of related bodies. PCI ensures that activities of related bodies do not affect the impartiality, objectivity, and confidentiality of its certification process.

Areas for potential conflict of interest will be documented and actions taken to eliminate or reduce the conflict will be documented and reviewed.

In case an organizational member of PCI applies for Management System Certification, PCI would ensure that the certification process involving audits and decision is undertaken in a manner that ensures impartiality through the use of a team leader who is not related to the applicant organization for the audits and ensures that the applicant organization does not have any influence on the decision of certification.



Mike Kesselmayr, PE
PCI Managing Director of Quality Programs

IMPARTIALITY POLICY OBJECTIVES

To achieve the above Impartiality Policy, the following objectives will be implemented:

- a. Constant Review and documentation for conflicts of interest and threats to impartiality;
- b. Submit Agreements to PCI Auditors, Committee Members and all internal PCI personnel;
- c. Regularly obtain feedback from the customers, analyze such feedback and take actions for improvements to maintain Impartiality Assurance;
- d. Maintain completeness, accuracy and correctness of information related to services.