# Management of Impartiality

## Commitment to Impartiality

Soil Association Certification places the utmost importance on integrity and impartiality within the operation of its business, ensuring any risks to impartiality are eliminated or mitigated.

The management of impartiality ensures that we do not allow commercial, financial or other pressures to compromise impartiality.

## Management of Impartiality

Each department maintains individual risk registers which are regularly reviewed and maintained within each department. This includes the risk to impartiality, the potential causes and mitigation measures. Where there is an increase to risk, this is escalated to the Management Team which ensures they are satisfied that appropriate mitigation measures are in place to reduce the risk to an acceptable level.

The Management Team undertakes a risk assessment annually on impartiality and potential conflicts of interest, across departments. This feeds into the annual management review process.

The results of the management review including impartiality risk assessments are reviewed by the independent Certification Scrutiny Committee (CSC). In addition, the CSC selects at random a number of staff who have declared conflicts of interest and reviews how these conflicts have been managed.

Conflicts of interest and impartiality are further covered through training and contractually binding agreements. This, together with the oversight and controls implemented, ensures all management system certification activities are conducted in an independent and impartial manner.

## Risk Assessments

The Risk Assessment for impartiality includes but is not limited to:

* Conflicts of interest of staff and SA Cert Board and management of these conflicts, includes relationships with customers, past and current working relationships
* Activities of partners/agents
* Risks from rapid growth
* Ownership and organisational structure
* Shared relationships with licensees/ businesses across Soil Association and SA Cert
* Influence from licensees who pay high fees or sponsorship money, strategic players in their industry or involved with activities in the charity
* Activities of other departments within SA Certification and within Soil Association (e.g. consultancy)
* New product development
* New partners/contracts
* Commercial advantage (activities open to all)

**Ref. policies**

Certification scrutiny committee terms of reference C061Pl

**Ref. procedures**

Confidentiality and conflict of interest C017Pd

Quality management system C033pd

Confidentiality (Forestry) PP-GEN-009

Conflict of Interest (Forestry) PP-GEN-01

Confidentiality and conflict of interest (Climate and Landscape) CA-CC-005-01

**Ref. Stds**

ISO 17065 4.2

ISO 17021, 4.2, 5.2

FSC 20-001 1.5

ISO14065 5.3/ ISO17029 5.3