

Impartiality Policy of STEP UP Certification

Introduction

STEP UP Certification is committed to maintaining the highest standards of integrity, impartiality, and objectivity in all its certification activities. Our primary goal is to ensure confidence in our certification processes by preventing conflicts of interest and ensuring unbiased decision-making.

Scope

This policy applies to all personnel, certification activities, and decision-making processes within STEP UP Certification.

Policy Statement

1. Impartiality and Objectivity

STEP UP Certification shall operate in a manner that avoids any conflicts of interest and maintains impartiality at all times. Certification decisions are made solely based on objective evidence and compliance with applicable standards, without undue influence from clients, stakeholders, or third parties.

2. Governance and Oversight

A designated Impartiality Committee, comprising senior management and relevant stakeholders, oversees the implementation and adherence to this policy. Regular reviews are conducted to assess potential risks to impartiality.

3. Conflict of Interest Management

All personnel involved in certification activities are expected to declare any interests or relationships that may influence their judgment. Any identified conflicts are managed in accordance with established procedures to ensure unbiased operations.

4. Independence

STEP UP Certification maintains independence from parties that might influence certification outcomes. Our certification personnel operate independently, without undue commercial, financial, or other pressures.

5. Confidentiality

We uphold strict confidentiality of all information obtained during certification activities, ensuring that proprietary or sensitive information is protected and not used for improper purposes.

6. Training and Awareness

All employees and assessors are trained regularly on the importance of impartiality and the procedures to safeguard it.

7. Complaints and Appeals

Procedures are in place for clients, stakeholders, or personnel to raise concerns or complaints related to impartiality. These are investigated thoroughly and resolved appropriately.

Review and Continual Improvement

This policy is reviewed annually and updated as necessary to reflect changes in standards, legislation, and best practices. Feedback from stakeholders is actively sought to improve our impartiality measures.

Approved by:

Jānis Švirksts, Board member

Date: 10.07.2025