

IBP_CBP-A-03 Impartiality Policy

The definition of impartiality is “not prejudiced towards or against any particular side or party.” On the basis of that definition, Caliber seeks to attain the highest degree of public confidence and trust in rendering unbiased services. Caliber fully acknowledges the importance of impartiality in carrying out its certification and inspection body activities, which are governed by the requirements of ISO/IEC 17024:2026 and ISO/IEC 17020:2026.

1. Policy Commitments

Caliber, and every member of its certification and inspection body team — employees, individuals engaged under contract, committee members and volunteers — commits to the following:

- a) Caliber shall act impartially, and its policies and procedures for certification of persons and for inspection shall be fair among all applicants, candidates, certified persons and clients.
- b) Caliber shall not restrict certification on the grounds of undue financial or other limiting conditions, such as membership of an association or group.
- c) Caliber shall be responsible for the impartiality of its certification and inspection activities and shall not allow commercial, financial or other pressures to compromise impartiality.
- d) Caliber personnel shall not state or imply that certification would be simpler, easier or less expensive if particular education, training or consultancy services were used.
- e) Caliber does not offer training as part of certification. Candidates must attend an approved training course offered by manufacturers in the program.
- f) Caliber shall disclose reports and documentation bearing the name of a certified installer or registered contractor only to IAS, the product evaluation (listing) agency, clients, home owners, end users, parties involved in the completion of the project and authorities having jurisdiction, for the purpose of reporting compliance or in cases of conflict or non-conformance. Disclosure for any other purpose or to any other party requires written consent.
- g) Caliber shall ensure, through internal procedures, the objectivity of its certification and inspection activities and manage potential conflicts of interest.
- h) Caliber shall base all of its decisions on objective evidence of conformity or non-conformity obtained through an effective process, not influenced by other interests or parties. Certification and inspection decisions are made by a competent person free from influence by other interests or parties, including clients, and by no person who examined or inspected the subject of the decision.
- i) Caliber’s corporate policies and practices ensure that the highest standards of integrity are applied to all certification and inspection body activities.
- j) Caliber’s personnel will not be influenced by financial, commercial or other pressures when conducting certification and inspection activities, and will act to address any situation that would affect impartiality. Personnel are required to disclose potential or known conflicts of interest on IBF_CBF-A-08 Declaration of Conflict of Interest.
- k) Caliber shall not use personnel with an actual or potential conflict of interest in the activity concerned, and shall ensure that its personnel are free from commercial, financial or other pressures that might affect their judgement.
- l) Caliber’s personnel taking part in certification and inspection activities, both internal and external, shall act impartially when executing their responsibilities. Remuneration does not depend on the results of certifications or inspections.

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- m) Caliber shall monitor its activities and relationships to identify threats to its impartiality on an ongoing basis, including threats arising from its activities, its related bodies, its relationships and the relationships of its personnel.
- n) Caliber shall enter into legally enforceable agreements with its clients and retain all authority and responsibility for certification and inspection activities, decisions and statements.
- o) Caliber's management system has the necessary procedures, safeguards and tools to ensure that these policies are upheld and enforced.

2. Threats to Impartiality

Caliber recognizes that threats to impartiality include the following:

- Self-interest threats – threats that arise from a person or body acting in its own interest to benefit itself.
- Self-review threats – threats arising from a person reviewing work that they have conducted themselves.
- Subjectivity threats – threats that arise when personal bias overrules objective evidence.
- Familiarity threats – threats that arise from a person being familiar with or trusting of another person, e.g. an examiner or certification / inspection body personnel developing a relationship with a candidate that affects the ability to reach an objective judgement.
- Intimidation threats – threats that prevent a certification / inspection body or its personnel from acting objectively due to fear of a candidate or other interested party.
- Financial threats – the source of revenue for a certification / inspection body can be a threat to impartiality.

Threats to impartiality, and the controls that eliminate or minimize them, are identified, assessed and recorded in IBF_CBF-A-09 Risk and Opportunity Register (Impartiality sheet). The register is reviewed by the Program Manager at least annually and whenever a new relationship, activity, complaint or appeal indicates a new or changed threat; it is reviewed by the Program Director (Independence & Oversight) and reported to the Steering Committee and to management review (IBP_CBP-A-02 §19; IBO_CBO-A-04). The independence rules in IBI_CBI-D-02 §7 state which functions may not be combined in one individual.

Conflict of interest and objectivity are addressed further through binding agreements (IBI_CBI-D-10, IBI_CBI-D-18, IBF_CBF-A-08) to ensure that all activities undertaken throughout the certification and inspection process are conducted in an independent and impartial manner.

3. Steering Committee

- 3.1 Caliber has established a Steering Committee to ensure balanced involvement of interested parties in the development and maintenance of its certification and inspection schemes and in the oversight of impartiality. Committee members fairly and equitably represent the interests of all parties significantly concerned, without any single interest predominating, and provide input and insight into the schemes, types of examination, processes and procedures for certification, recertification, surveillance activities, project audits, and other related matters.
- 3.2 The Steering Committee is composed of the Program Manager (chair) and the Program Director (Independence & Oversight), and representatives drawn from at least three of the following interest groups so that no group holds a majority: registered contractors / installers; manufacturers; industry stakeholders (academic, regulatory bodies, consultancies, specifiers, building owners); and other certification or inspection bodies. The target composition is two contractors, two manufacturers and two industry stakeholders.
- 3.3 The committee meets at least annually. The chair maintains the roster; new or departing members are confirmed by e-mail correspondence before each annual meeting and recorded in the minutes. Before each meeting the Program Director (Independence & Oversight) reviews the roster to confirm that the balance of

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interests in 3.2 is maintained and that each member has affirmed the impartiality and conflict-of-interest policies; the review is recorded in the minutes.

- 3.4 Each meeting includes as standing items: affirmation of impartiality and conflict-of-interest commitments; the Risk and Opportunity Register (impartiality threats and controls); complaints and appeals summary; changes to the schemes, standards and methods; and the status of accreditation and transition activities.
- 3.5 Steering Committee members do not complete IBF_CBF-A-08. At the start of each meeting every member affirms the impartiality and conflict-of-interest commitments and verbally declares any actual, potential or perceived conflict of interest (or none); the affirmations and declarations are recorded in the minutes. A member with a conflict on a particular agenda item takes no part in the committee's advice on that item.

4. Public Statement

- 4.1 Caliber understands the importance of impartiality in carrying out its certification and inspection activities, manages conflicts of interest and ensures the objectivity of its activities. This statement and a description of the appeals and complaints processes are published on Caliber's website and in the Handbooks.

To ensure that this commitment is backed up by positive actions, Caliber maintains a management system in accordance with ISO/IEC 17024:2026 and ISO/IEC 17020:2026 and reviews and improves its effectiveness on a continual basis.

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