



IMPARTIALITY POLICY

1. Introduction

Impartiality is fundamental to the credibility of Halal certification.

Halal Quality Control (HQC) is committed to ensuring that its certification activities and decisions are performed independently, objectively, consistently, and without commercial, financial, personal, organizational, or other undue influence.

This Policy defines the controls HQC uses to identify, assess, eliminate, minimize, and monitor threats to impartiality.

Read it together with HQC conflict-of-interest requirements and the applicable certification procedures, schemes, accreditation requirements, and Halal standards.

2. Scope

This Policy applies to:

- HQC Headquarters in the Netherlands;
- HQC branches, offices, and authorized partner offices (APO), where applicable;
- HQC employees, managers, auditors, technical reviewers, certification decision-makers, committee members, subcontractors, agents, representatives, and external experts;
- applicants and certified organizations;
- cooperation partners, accreditation or regulatory bodies, and other interested parties where their activities may influence HQC certification.

This Policy applies throughout application review, quotation, contracting, audit planning, assessment, technical review, certification decision-making, surveillance, renewal, suspension, withdrawal, complaints, appeals, and related certification communication.

3. Policy Statement

HQC shall preserve impartiality, objectivity, independence, fairness, openness, competence, confidentiality, and freedom from conflict of interest in the delivery of its certification services.

Certification decisions shall be based only on objective evidence and the applicable Halal standards, certification schemes, regulatory or accreditation criteria, audit findings, technical review outcomes, and documented decision-making requirements.

HQC Top Management is responsible for safeguarding impartiality.

Commercial targets, customer status, financial considerations, personal relationships, external pressure, or the interests of any HQC office or partner shall not override technical or certification requirements.

4. Principles of Impartiality

Independence: certification decisions remain under HQC control and shall not be directed by customers, consultants, commercial personnel, partners, or other third parties.

Objectivity: conclusions shall be based on verifiable evidence and documented criteria, not preference, assumption, familiarity, or pressure.

Separation of roles: audit, technical review, and certification decision functions shall be assigned in a manner that prevents self-review and unacceptable conflicts of interest.

Equal treatment: applicants and certified organizations shall be treated consistently and without favoritism or unjustified preferential treatment.

Competence: persons performing certification functions shall be competent for the assigned scope and shall act within their authorized responsibilities.

Confidentiality and professional conduct: information shall be protected, and personnel shall not use confidential knowledge, relationships, or authority for improper advantage.

Freedom from undue influence: HQC shall not permit intimidation, retaliation, inducement, advocacy, commercial pressure, or other interference with objective certification activities.

5. Identification and Management of Impartiality Risks

HQC shall identify and evaluate risks to impartiality on an ongoing basis and at least as part of the applicable periodic management and impartiality review.

Risks may arise from ownership, governance, personnel, financial or commercial relationships, consultancy, training, subcontracting, familiarity, self-interest, self-review, intimidation, advocacy, or external pressure.

Personnel and external resources shall disclose actual, potential, or perceived conflicts of interest before accepting an assignment and whenever circumstances change.

HQC may remove or reassign personnel, require independent review, restrict access or responsibilities, or terminate a relationship where necessary to protect impartiality.

Where a significant threat cannot be eliminated or reduced to an acceptable level, HQC shall not undertake or continue the affected certification activity until it establishes adequate controls.

6. Consultancy, Training, and External Relationships

HQC certification personnel shall not design, implement, maintain, or internally audit a certification customer's management system where this creates an unacceptable threat to impartiality.

Personnel who provided consultancy to a customer shall not participate in its audit, technical review, or certification decision for at least two years after the consultancy ends, or longer where required.

General training, awareness, or public guidance may be provided only where it remains generic and does not become customer-specific consultancy.

HQC may cooperate with outside organizations where this supports certification, recognition, or the Halal ecosystem, but such cooperation shall not create or imply affiliation with consultancy organizations.

HQC shall correct claims that certification will be simpler, faster, less expensive, or more likely through a particular consultant or organization.

7. Independence of Technical Review and Certification Decisions

Certification decisions shall be made by the HQC Decision-Making Committee (DMC) or another duly authorized decision-maker. The decision-maker shall be sufficiently independent from the audit and free from conflicts that could affect the decision.

Commercial personnel, local offices, authorized partners, consultants, or external parties shall not instruct a reviewer or decision-maker to act contrary to documented evidence or applicable certification requirements.

8. Impartiality Oversight and Continual Review

HQC shall maintain independent oversight of impartiality through the HQC Impartiality Committee and management review processes, as applicable. Reviews shall consider impartiality risks, conflicts of interest, complaints and appeals, significant relationships or changes, and the effectiveness of controls.

Interested parties may submit observations or concerns regarding HQC impartiality for consideration in oversight and continual improvement activities.

9. Concerns, Complaints, and Reporting

Any person or organization may report a concern regarding impartiality, conflict of interest, inappropriate pressure, or a breach of this Policy.

HQC shall handle reports objectively and confidentially, where required, without retaliation against anyone raising a concern in good faith.

Where a concern is substantiated, HQC shall take proportionate corrective action and review any affected certification activity.

Approval

HQC Top Management has reviewed and approved this Policy, and it shall be implemented across relevant HQC certification activities.

Approved by:

Dr. Abdul Munim al Chaman, on this 1st of September 2026
President, Halal Quality Control Group

Appendix A: Version History

Issue Date	Revision	Revision Description
September 2017	1	Original Impartiality Policy issued.
September 2026	2	Version 2.0 issued; updated to Edition 2026 format and expanded controls for impartiality risks, conflicts of interest, independent decisions, external relationships, oversight, and reporting.

Need Help?

Your HQC contact or office partner can guide you through this policy or answer any questions.

You may contact us by emailing **info@halalqualitycontrol.com** or by calling/messaging us at **+31 70 346 97 95** (WhatsApp available for multilingual communication).