

**Impartiality and conflict  
within the verifier  
organisation.  
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# Impartiality.

- Publicly available statement.
- Suggested approach of three ‘levels’ of impartiality
  - Client Verification Body Interaction
  - Within the verification body
  - Company policy level

# Impartiality - three levels

- Client Verification body interaction.
  - Analysis of possible conflicts / impartiality concerns at initial stages and reviewed throughout the process.
  - Declaration of interests
  - Consultants
  - Rotation of verifiers.
  - Documentation

# Impartiality - three levels

- Within verification body itself:
  - Risk review - identification of risks
  - Independent technical review
  - Interference in the verification body
  - Conflict resolution process
  - Access to impartiality committee
  - Review of documentation
  - Related bodies

# Impartiality - three levels

- Company policy level.
  - Impartiality committee - aware of their responsibilities
  - Evidence through documentation of meetings
  - Review of risk
  - Financial risk
  - Over dependence on a particular client / group of clients.
  - Input on publicly available policy, policies, rotation of verifiers, independent technical review etc.
  - Related bodies

# Conflict handling process

- Process for handling conflicts
- Responsibilities defined
- Training and awareness of conflict and risks associated.

# Continued competence

- Documented process
  - Setting the framework -competence criteria for each activity, reviewed regularly (verifier, reviewer, evaluator)
  - Monitoring - process documented, continued competence and regular evaluation and on-going training
  - Specific verifications - competence defined by scope.
  - Corrective action
  - Demonstration of competence

# Continued competence

- Verification team composition
  - EU ETS lead auditor
  - Auditors and experts as needed
  - At least one person competent in the scope
  - Fulfil the competence requirements.
    - Language
    - Role
    - Operator's monitoring plan - technical knowledge
    - Quality assurance scheme.
- Independent reviewer