



STATEMENT OF IMPARTIALITY

Impartiality is fundamental to maintaining trust and credibility in our provision of accredited eLearning in the field of food safety. It signifies both the actual and perceived absence of bias, ensuring objectivity in all our activities. Objectivity, in this context, means that conflicts of interest are either non-existent or are identified and resolved in a way that prevents them from negatively impacting our eLearning development, delivery, assessment, and accreditation processes.

Food Safety Matters' leadership places the highest priority on safeguarding impartiality and integrity in all aspects of our operations. We are committed to providing fair, valid, and reliable eLearning experiences based on objective evidence, free from any influence that could compromise the learning outcomes or assessment results.

Food Safety Matters acknowledges the following as potential threats to impartiality:

- **Self-interest threats:** These arise from personal gain or advantage.
- **Subjectivity threats:** These stem from personal opinions, biases, or prejudices.
- **Familiarity (or trust) threats:** These occur when close relationships or undue trust influence decisions.
- **Intimidation threats:** These involve coercion or pressure that could compromise impartial judgment.
- **Financial threats:** These relate to financial incentives or pressures that could bias outcomes.

We have established a process to proactively identify, analyze, document, and mitigate potential conflicts of interest arising from our eLearning activities, related bodies, relationships with other organizations, or the relationships of our personnel. Our goal is to maintain a balanced representation of the interests of all stakeholders involved in food safety. All personnel involved in the development, delivery, assessment, and accreditation processes are required to sign a confidentiality and impartiality agreement, committing themselves to adhere to this policy and related procedures.

Specifically, regarding assessments and examinations, Food Safety Matters will implement measures to guarantee the confidentiality and impartiality of these processes, protecting against any compromise.

We are dedicated to handling all complaints and appeals in a constructive, impartial, and timely manner, ensuring fair and transparent resolution.

Management review processes will regularly assess the effectiveness of our impartiality safeguards, ensuring that all our procedures are independent and that confidentiality, information security, and impartiality are not compromised.

This Statement of Impartiality will be reviewed and updated periodically to ensure its continued suitability and effectiveness.

Signed by:

A handwritten signature in black ink that reads "J. Roux".

Juliette le Roux, Director

Date:

2025/02/11