



IMPARTIALITY POLICY

QA Certification Services Pvt. Ltd. declares that it will comply with the requirements of and ensure impartiality within all its certification activities for all the personnel related to the activities.

The confidentiality, objectivity and impartiality of the certification activities by and on behalf of QACS, shall not be affected by the activities of the certified clients.

To Show effective Implementation of policy QACS will not provide and allow the Following

- **Consultancy services for realization, continuity and sustenance of certification.**
- **Services for designing, implementing or maintaining a management system.**
- **Certification services against or on behalf of other certification bodies.**
- **All Personnel working for QACS shall not provide Certification Service with Consultancy group.**
- **QACS shall not allow any consultancy organization to market or offer the activities of QACS.**
- **QACS shall not state or imply that certification would be simpler, easier, faster or less expensive if a specific consultancy organization were used**
- **QACS or its employees shall not participate in decision process of management system issues**
- **QACS & its employees shall not participate in preparation and procurement of manuals, guides and procedures.**
- **QACS shall not provide specific and detailed advice or training on design, implementation and maintenance of management systems subject to certification.**
- **There shall be no pressure of any kind (financial, trade, administrative, moral or other) over QACS and the personnel regarding the execution of their obligations as a QMS Certification Body according to ISO/IEC 17021-1:2015.**

QACS identifies, analyzes and documents all possibilities for conflict of interests that emerge from certification processes including any conflicts that emerge from its relations. Presence of relations does not necessarily position the QACS in a

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situation of conflict of interests. If some relations create impartiality threats, QACS documents and eliminates or decreases such threats. This information is presented to the Advisory Board members. It is necessary to cover all possible conflict of interests' sources that are identified regardless of their origin. QACS requires from all employees, internal and external, to comply with impartiality rules as well as reveal any situation known to them that may present them or QACS with a conflict of interests. QACS shall use this information as input in identifying threats to impartiality raised by the activities of such personnel or by the organization that employ them. Such personnel, internal or external shall not be used unless they demonstrate that there is no conflict of interest. QACS shall not undertake any action that threatens the impartiality and/or are potential conflict of interests.

When certain relations create unacceptable impartiality threat, then the certification shall not be conducted. QACS shall not certify another certification body for its activities related to management system certification.

When potential impartiality threat arises QACS eliminates it or decreases it. This process is also controlled by the impartiality committee.

QACS shall not certify own group companies (if there are such companies) or organizations that QACS is a part of or a member.

Personnel, who have provided consultancy (including internal audits) within two years to the organization seeking certification, are not allowed to take part in audit or other certification activities.

QACS shall not provide internal audits for its certified clients. PCMS shall not certify a management system for which it has conducted internal audits within two years following the end of the internal audits.

QACS shall not provide certification services to a client when relations between the Consultancy Company and QACS could lead to impartiality threat.

QACS shall not outsource audits to a management system consultancy organization as this poses an unacceptable threat to the impartiality of the certification body. This does not apply to individuals contracted as auditors or technical experts.

QACS does not receive any financial support different from the invested in it and the fees of its services.

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QACS does not pay any commissions to consultants therefore there can be no pressure exercised on QACS by consultants.

QACS shall not allow any pressure from other certification bodies to influence the certification process in the organization. If other certification body declines to provide service for client and the client requests the same service form QACS than QACS shall investigate the reasons for declining before performing any other certification activities for the respective client.

QACS shall not allow pressure from clients and/or consultancy organizations. If there is such pressure than QACS will apply requirements of ISO/IEC 1702-1:2015 and internal procedures in order to stop such practice.

QACS shall not allow pressure from employees and/or related persons.

All employees are obliged to work in compliance with requirements of ISO/IEC 17021-1:2015 and as per agreement of contract.

Top management of QACS is committed to full compliance with this declaration.

**JAYESH AGRAWAL
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