
	Impertiality Policy	Ref: EXQ MSP 05 Dept: Quality Dept
---	---------------------	---

IMPARTIALITY POLICY

- EXCELLENCE QUALITE 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 EXCELLENCE QUALITE, shall not be affected by the activities of the certified clients.
- To Show effective Implementation of policy EXCELLENCE QUALITE 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 EXCELLENCE QUALITE shall not provide Certification Service with Consultancy group.
 - EXCELLENCE QUALITE shall not allow any consultancy organization to market or offer the activities of EXCELLENCE QUALITE.
 - EXCELLENCE QUALITE shall not state or imply that certification would be simpler, easier, faster or less expensive if a specific consultancy organization were used.
 - EXCELLENCE QUALITE or its employees shall not participate in decision process of management system issues
 - EXCELLENCE QUALITE & its employees shall not participate in preparation and procurement of manuals, guides and procedures.
 - EXCELLENCE QUALITE 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 EXCELLENCE QUALITE and the personnel regarding the execution of their obligations as a QMS Certification Body according to ISO/IEC 17021-1:2015.
- EXCELLENCE QUALITE 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 EXCELLENCE QUALITE in a situation of conflict of interests. If some relations create impartiality threats, EXCELLENCE QUALITE 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. EXCELLENCE QUALITE 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 EXCELLENCE QUALITE with a conflict of interests. EXCELLENCE QUALITE 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. EXCELLENCE QUALITE 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. EXCELLENCE QUALITE shall not certify another certification body for its activities related to management system certification.
- When potential impartiality threat arises EXCELLENCE QUALITE eliminates it or decreases it. This process is also controlled by the impartiality committee.

Issue No.1	Issue Dt. 1 /10/2019	Rev. No. 02	Rev. Dt. 1 /12/2022	Page 1 of 2
------------	----------------------	-------------	---------------------	-------------

	Impertiality Policy	Ref: EXQ MSP 05 Dept: Quality Dept
---	---------------------	---

- EXCELLENCE QUALITE shall not certify own group companies (if there are such companies) or organizations that EXCELLENCE QUALITE 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.
- EXCELLENCE QUALITE 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.
- EXCELLENCE QUALITE shall not provide certification services to a client when relations between the Consultancy Company and EXCELLENCE QUALITE could lead to impartiality threat.
- EXCELLENCE QUALITE 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.
- EXCELLENCE QUALITE does not receive any financial support different from the invested in it and the fees of its services.
- EXCELLENCE QUALITE does not pay any commissions to consultants therefore there can be no pressure exercised on EXCELLENCE QUALITE by consultants.
- EXCELLENCE QUALITE 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 EXCELLENCE QUALITE than EXCELLENCE QUALITE shall investigate the reasons for declining before performing any other certification activities for the respective client.
- EXCELLENCE QUALITE shall not allow pressure from clients and/or consultancy organizations. If there is such pressure than EXCELLENCE QUALITE will apply requirements of ISO/IEC 1702-1:2015 and internal procedures in order to stop such practice.
- EXCELLENCE QUALITE 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 EXCELLENCE QUALITE is committed to full compliance with this declaration.

General Manager