

Title:

Policy Statement of IMPARTIALITY

Document Code:

QM-3-04

Rev.:

09



TÜV NORD Iran **Policy Statement of IMPARTIALITY**

TÜV NORD Iran is a Joint Venture Company in TÜV AUSTRIA Group and consists of different divisions.

Certification division is acting as third party certifier of management systems independently or in relation with TÜV AUSTRIA Cert.

As an independent third party certifier and to keep our client and interested parties confident TÜV NORD Iran top management is fully committed to **IMPARTIALITY** in management systems certification activities.

Any discrepancy from Impartiality is not tolerated and it is expected that all relevant colleagues (managers, staffs and auditors) be familiar with the meaning of impartiality; threats may lead to conflict of interest, avoiding any activities may affect the proof of impartiality and immediately report any breach from impartiality.

Threats such as financial pressure, self-interest, self-review, familiarity or trust and intimidation which may rise to lack of impartiality shall be identified by colleagues to find a preventive solution.

To demonstrate the proof of impartiality following policy shall be met in certification activities;

Lack of impartiality is the knockout reason for related certificate immediate withdrawal and hiring expiration.

We are **not** providing management systems consultancy services in whole divisions, **not** certifying another Certification Bodies, **not** providing internal audits services, **not** using audit teams with any chance for conflict of interest or breach of impartiality based on defined regulations, **not** providing customized trainings for clients, **not** contracting shared with a consultant, **not** accepting any internal or external pressure including commercial or financial during decision process.

We are open to clients and eager to receive their feedbacks, set our system to reduce the chance of conflict of interests, following any breach with adequate correction and corrective action and learn from any impartiality breach.

A committee elected by auditors will support the implementation of this policy regarding the impartiality and independency of the auditors.

Date: January 24, 2021

A handwritten signature in blue ink, appearing to read 'K. Rezaie', written over a horizontal line.

Dr. Kamran Rezaie
TÜV NORD Iran