

Impartiality Policy

Purpose

Being impartial, and being perceived to be impartial, is necessary for TUV NORD EGYPT Registrars to deliver certification/ inspection that provide confidence. This also enables TUV NORD EGYPT Registrars to maintain the professionalism and credibility of the auditor/ inspector and certification/ inspection activities. This Policy is to highlight such issue and to describe the measures taken to ensure it.

Scope

This Policy applies to all TUV NORD Egypt . employees, agents, committees and subcontractors and their respective activities involved with TUV NORD Egypt clients.

References

ISO 17021 “Conformity assessment — Requirements for bodies providing audit and certification of management systems;
ISO 17020 Confirming assessment – requirements for the operation of various types of bodies performing inspection

Responsibilities

TUV NORD Egypt Managing Director is responsible for establishing and maintaining facilities to ensure impartiality. All TUV NORD Egypt personnel and subcontract personnel are accountable for impartiality requirements. All levels of personnel and committees are included in arrangements to assure impartiality.

Policy Statement

Impartiality is not only an accreditation requirement for a third party certification and inspection body; it is an absolute necessity to maintain the professionalism and credibility of the Inspection and certification process. It is therefore the objective of TUV NORD EGYPT to ensure that impartiality is maintained as an integral part of the Audit and Inspection process.

- TUV NORD EGYPT is a self-financed independent organization, which ensures that it retains its impartiality.
- TUV NORD EGYPT will not accept applications for certification or inspection of organizations who report directly to a person or group who also have operational responsibility for TUV NORD EGYPT.
- In addition, no TUV NORD EGYPT Office, joint venture or wholly owned, shall enter into any partnerships that provide full consultancy or consultancy in part.
- TUV NORD EGYPT may provide auditor training when contracted by another body to do so, but such contractual agreement may not be advertised in any manner without prior review and approval of the Accredited Office.

The following controls shall be implemented, maintained and complied with by all inspection and certification staff to ensure this impartiality policy is maintained throughout the audit /inspection process.

- Audit / Inspection staff are prohibited from participating in the Audit / Inspection of any organization to which they have given assistance, by consultancy or training (other than professionally registered auditor training), or where they have any financial or commercial interest for a minimum period of 2 years prior to the date of application of the organization for registration.
- When allocated to a particular contract, Audit / Inspection staff shall not disclose or discuss any detail; before or after the Audit / Inspection; to any member of staff other than their direct Management or other members of the team, as required by the Non-Disclosure agreement signed on commencement of employment.
- All subcontracted Audit / Inspection staff or sector specialists used to support permanent staff of TUV NORD EGYPT Registrars shall sign a Subcontractor Agreement and Non-Disclosure Agreement and shall be included on the Office Potential Conflict Listing.

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- TÜV NORD EGYPT Registrars direct employees are prohibited from engaging in consultancy activities, which involve the active design, generation or implementation of a Quality or Environmental Management System.
- All directly employed Management and Staff are required to declare all financial interests or business activities on commencement and during the period of employment.
- TÜV NORD EGYPT Registrars staff or subcontractors shall not suggest or imply that certification/ inspection would be simpler, easier or less expensive if consultancy or training services were used. In addition subcontract staff cannot offer consultancy or training services to TÜV NORD EGYPT Registrars' clients that they have been assigned to audit, during or after the assigned task has been completed.
- Overall the certification /inspection of companies/clients who supply a service to TÜV NORD EGYPT is not deemed to be an unacceptable threat to conflict of interest. However, certification/inspection of a client in partnership with whom TÜV NORD EGYPT provides a direct service is deemed to be an unacceptable threat to impartiality. Should such a partnership develop, a new accredited certification and inspection body will be sourced to continue the certification/ inspection.
- TÜV NORD EGYPT recognize that the source of revenue for a certification/ inspection body is the client paying for certification/ inspection, and that this is a potential threat to impartiality. Therefore TÜV NORD EGYPT is a self-financed
- independent organization, with a number of controls to ensure that impartiality is retained To obtain and maintain confidence, it is essential that TÜV NORD EGYPT certification decisions are based on objective evidence of conformity or nonconformity, and that any decisions made are not influenced by other interests or by other parties.
- Certification decisions are made and signed for by a competent Veto persons who were not responsible for the audit and were not a member of the audit team

TÜV NORD EGYPT Registrars recognizes that threats to impartiality include the following:

- Self-interest threats arising from a person or body acting in their own interest.
- Self-review threats arising from a person reviewing the work that they have conducted themselves.
- Familiarity (or trust) threats arising from a person becoming too familiar with or too trusting of another, instead of seeking audit evidence.
- Intimidation threats arising from a person having a perception of being coerced openly or secretly, such as a threat to be replaced or reported to a supervisor.

Approved

TÜV NORD EGYPT MD

Ahmed Marei