IMPARTIALITY POLICY

Nama Quality Certification is the legal entity responsible for management system certification activities. NQC. Its Chairman, Staff and Subcontractors fully understands the importance of impartiality in undertaking its certification activities. NQC will therefore ensure that in all its dealings with clients or potential clients all employees or other personnel are and will remain impartial. To ensure that impartiality is both maintained and can be demonstrated the following principles have been established.

- NQC Certificates are only issued following a review by an independent authorised and competent member of the management team (who has not been involved in the audit) to ensure that no interest shall predominate.
- NQC does not offer management system certification related consultancy or any other form of consultancy to companies or individuals.
- NQC does not offer an internal audit service to its certified clients.
- NQC does not own or have anu interest (financial or otherwise) in any other company that offers certification or management system consultancy services.
- NQC does not have (and will not form) any relationships with companies who offer consultancy or other services that can have an impact on the certification services provided by NQC.
- Any proposed relationship between NQC Certification and any other company will undergo a risk assessment by the Committee for impartiality prior to that relationship being formalised. Any current relationships with companies, organizations and individuals will be risk assessed on a regular basis to ensure that the relationship does not impact upon the impartiality of the certification process.
- Individuals employed by or otherwise contracted to NQC are required to document and record their current and past relationships with all companies. Any situation past or present which may present a potential conflict of interest is required by NQC to be declared. NQC will use the information to identify any threats to impartiality and will not use that individual in any capacity unless they can demonstrate that there is no conflict of interest.
- NQC will not allocate a member of staff or Sub-contractor to a management system audit any activity where any past relationship has existed. Exceptionally and at the discretion of the Operation Manager or Chairman an individual or subcontractor may be allocated to a management system audit activity where a past relationship has existed but there has been no relationship for a minimum of 02 years.
- NQC does not and will not offer any commission, ('Finders fees or other inducements) to any individual or company in respect of referrals of clients unless:
    a. The terms and conditions of any such referral are clearly established and can be demonstrated and it can also be demonstrated that the fee is for a referral and fact that a commission has been paid will in no way effect the outcome of an audit.
    b. A risk assessment (to establish the potential for an unacceptable threat to impartiality) has been carried out on the process through which any such payment is made to an individual or organization (normally a consultant) requesting the commission for referrals.
    c. All such payments are documented, recorded and traceable and accompanied by a purchase order and invoice.

- NQC does not offer specific training to any company in respect of implementing a particular standard for that company. Any training offered by NQC is general in nature and available to all companies or individuals who wish to attend.
- NQC will ensure that it is not linked or marketed in any way which links it with the activities of a management system services related consultancy and will take appropriate action should any such link be identified.
- Auditors and others involved in the certification process are not and will not be put under pressure and will not be influenced in any way to come to a particular conclusion regarding the result of an audit.

NQC's Impartiality Norms

- No outsourcing of Audits to consultancy organization.
- No referral fees to be paid to consultancy organization.
- Facts based communication to clients/consultancy organization.
- Adherence to all accreditation and other NQC Certifications Policies.
- NQC shall not carry out any other conflicting services other than its core business of certification.
- NQC shall not employ any professional conflicting its ethical policies.
- NQC shall not allow any of its auditors to market the services and conduct the audits for the same client.
- NQC shall not allow any of its auditors to carry out financial transactions with clients/consultants.
- NQC shall not carry out business with any consultant inducting pressure to compromise impartiality.
- All employees of NQC shall disclose any situation impairing the business ethics.
- NQC shall not allow any of the auditors to carry out audits for the clients at least for 2 years from the date of relinquishment from their services for the clients.
- NQC shall not allow any auditor to compromise on the audit timing as required as per the accreditation /NQC's norms.
- NQC shall not allow any auditor to conduct the audit for the client for which it has not been approved for.
- NQC shall maintain transparency with regard to all information.
- No auditor shall divulge any confidential information of the client to any third-party without written consent from the client and approval by Directors.
- No auditor shall carry any client information with them after the usage period. All client information shall be returned after usage.
- Utmost care/ verification to be carried out for granting the right scope of certification.
- Any unethical practice observed should be notified to the management at the earliest.
- NQC shall not allow any of its auditors to accept any gifts from client/consultant.

- NQC shall not allow any auditor to conduct an audit for the organization where any of its family members/close relatives are involved at a decision -making position.
- Disciplinary actions for non-adhering to impartiality policies shall be taken by the top management in consultation with impartiality committee.

Public Statement

Nama Quality Certification, its Chairman, Managers, staff and others involved in the certification of organization fully understand the importance of impartiality in undertaking its certification activities.

NQC, therefore ensures that in its dealings with clients or potentials clients, all employees or other personnel involved in the certification activities are, and will remain, impartial.

To ensure that impartiality is both maintained and can be demonstrated, NQC has identified, and risk assessed all relationships which may result in a conflict of interest or pose a threat to impartiality.

Mohamed Al Mukhaini
Chairman
01st January, 2025