

TUV UNITED Policies and Commitment

TUV UNITED is committed to provide its services certification and training in an independent and impartial to all its clients in a manner that is most competitive and adds value to its client to the ultimate customer's satisfaction. All information obtained while conducting our activities is confidential.

TUV UNITED understands the importance of impartiality and potential conflicts of interests in carrying out its management systems certification activities.

An independent Impartiality Committee has been established to provide continued confidence in TUV UNITED by the community, stakeholders and the wider halal industry.

This Committee ensures and confirms that all decisions taken by TUV UNITED are based on independent confirmation of conformity and are not swayed by any other interests or outside factors.

Details of all financial and corporate dealings between TUV UNITED and its clients is available to the Impartiality Committee to inspect, and regular meetings are taking place to ensure continued compliance and impartiality.

TUV UNITED aims to promote, encourage awareness and help to continuously improve for the client management system.

TUV UNITED has set a clear policy that **TUV UNITED Academy** perform only:

1. Public Trainings (No in house training is allowed by any mean)
2. IRCA recognized training courses
3. EXAMPLER GLOBLE training courses

TUV UNITED provides its **certification activity** complying with the international standard ISO/ IEC **17021:2015** Conformity assessment -- Requirements for bodies providing audit and certification of management systems - ISO/TS **22003:2022** Food safety management systems -- Requirements for bodies providing audit and certification of food safety management systems. -ISO **50003:2021** energy management system -Requirements for bodies providing audit and certification of energy-ISO**27006:2015** information security management system - Requirements for bodies providing audit and certification of information security -ISO **20000-6:2017** information technology-service management system- Requirements for bodies providing audit and certification of service management system

TUV UNITED ensure that auditors always reveal and disclose any potential compromises of impartiality and probable conflicts of interests in regard to any of our clients / business that we deal with.

TUV UNITED ensure TUV UNITED staff members have no personal connections with and to the companies that we certify, neither do they have any commercial or financial interests in our certificated entities.

TUV UNITED shall not undertake any activity that could endanger the impartiality and/or represent a potential conflict of interests. In case where certain situations create unacceptable impartiality threat, the certification activity shall not be conducted.

TUV UNITED shall not provide certification services to a customer when relations between the consulting company and TUV UNITED could lead to impartiality threat.

TUV UNITED does not receive directly or indirectly any financial support other than the charges of its services from the clients.

TUV UNITED assure the continuous monitoring and supervision of their Personnel activities to assure that the work is accomplished in the proper way and have reached an adequate results.

TUV UNITED confirms zero tolerance of corruption and bribery.

TUV UNITED Always keep supportive evidence from each audit performed, TUV UNITED states in its certification agreement that auditors are obliged to take pictures, photocopies of documents that support the conclusion of the report.

TUV UNITED wishes to achieve our aims and recognize that effective management of our staff will protecting our people and the environment in which we work. It is a fundamental and integral part of our business strategy.

Top management of TUV UNITED is committed to full compliance with Impartiality

We will achieve this by:

- Offering a certification service, Training service that is fair impartial and objective to all who wish to avail themselves of our service carrying out that the application is within **TUV UNITED** scope ,
- Providing our customers with a professional services (assessment audit certification, accredited and non-accredited training certification) that is perceived to add value to their business and satisfy their expectations,
- Practice clear principles for certification and training and through the work of competent staff,
- Provide and ensure a safe working environment, conditions and equipment, coupled with training that will provide our employees with the knowledge and information necessary to safely carry out their assigned duties,
- Protecting the health and safety of our employees, customers and third parties,
- Taking care of the work and performing evaluation of our staff
- Continuously inform and train our staff to offer continuously improving the service,
- Conformity audit and training program that meets expectations of our customers, as well as the safe guarding committee and the same requirements that standard sets,
- Developing an open exchange of information with organizations about our service that we offer,
- Communicating this policy to our staff, customers and interested parties.

Waleed Hassan

Director

8/2024

