

	TUV UNITED			
	TUV United Policy			
	P: 01	Issue.: A	Rev.: 00	Date: 01/10/2025

1. Purpose

This policy establishes TUV United Certification Body’s commitment to quality, impartiality, and integrity in conducting management system certification activities. It ensures that all certification processes are consistent, impartial, objective, and free from conflicts of interest while complying with applicable conformity assessment standards, and accreditation requirements and other applicable requirements.

2. Scope

This policy applies to all personnel, auditors, technical experts, subcontractors, and decision-makers involved in certification activities at TUV United Certification Body.

3. Quality Commitment

TUV United Certification Body is committed to providing high-quality, impartial, and reliable certification services that enhance the credibility of management systems worldwide. Our Quality Policy is built on the following principles:

- Impartiality & Integrity – We uphold the highest level of neutrality, transparency, and independence in all certification decisions.
- Compliance with International Standards – Our certification processes strictly adhere to ISO 17021-1, accreditation requirements, and other applicable standards and regulations.
- Competence & Excellence – We ensure that our auditors, technical experts, and personnel are highly trained, competent, and continuously developed to deliver accurate and credible certification services.
- Client Focus – We strive to enhance customer satisfaction by maintaining an efficient, responsive, and professional certification process while ensuring compliance with certification requirements.
- Risk-Based Approach – We identify and mitigate risks affecting the quality, impartiality, and effectiveness of certification services.
- Continual Improvement – We are committed to ongoing evaluation and improvement of our management system, aligning with the latest industry best practices.
- Confidentiality & Trust – We ensure the confidentiality of client information, reinforcing trust in our certification services.

4. Impartiality & Conflict of Interest Statement

TUV United Certification Body recognizes the importance of impartiality in conducting management system certification activities and is fully committed to upholding the highest standards of objectivity, transparency, and independence.

To ensure the integrity of its certification activities, TUV United shall:

	TUV UNITED			
	TUV United Policy			
	P: 01	Issue.: A	Rev.: 00	Date: 01/10/2025

- Manage and mitigate conflicts of interest to prevent undue influence on certification decisions.
- Maintain impartiality by ensuring that all personnel, auditors, and decision-makers act independently and free from external pressures.
- Ensure the objectivity of certification processes, with all decisions based solely on compliance with applicable standards and regulatory requirements.
- Regularly assess and monitor risks to impartiality, documenting any potential conflicts and taking corrective actions as necessary.
- Empower the Impartiality Committee to oversee impartiality matters and provide independent advisory recommendations.
- TUV United ensures financial sustainability by maintaining adequate reserves and liability insurance to cover potential risks arising from certification activities.

This policy applies to all employees, auditors, external personnel, and stakeholders involved in certification activities. Any breaches shall be immediately reviewed and addressed by Top Management and the Impartiality Committee.

This policy is reviewed annually and updated as necessary to align with regulatory changes, accreditation requirements, and risk assessments.

Approved By: Dr. Waleed Hassan

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