



Impartiality Policy

1. Introduction & Purpose

This policy defines the guiding principles and commitments of DAS Certification (Pvt.) Ltd. in delivering impartial, competent, and reliable third-party inspection services in accordance with ISO/IEC 17020:2012, ensuring confidence among customers, regulators, and other interested parties.

DAS and its resources are fully aware about the role of impartiality and management of conflict of interest in delivering valuable Inspection services to client. The top management commits to the principle of impartiality and uses it as guidance for decision of inspection activities and ensures that actions will be taken to identify, control, mitigate or terminate the activities that present threats to Impartiality thereby enhancing client confidence in the objectivity of our Inspection Body activities.

This is governed through procedure for safeguarding impartiality (ISP-09) and represents balance of interests from all stake holders and ensuring that no single interest dominates the impartiality committee. All process performed by DAS are independent of training to ensure that confidentiality, information security and impartiality are not compromised. DAS has developed and implemented Impartiality Policy for an ISO 17020 accredited Inspection include.

2. Scope

This policy applies to all inspection activities conducted by DAS Pakistan (Pvt.) Ltd. within the scope of its ISO/IEC 17020 accreditation as a Type A Inspection Body.

3. Definitions

Third-Party Inspection: An independent inspection carried out by a body that is not involved in the design, procurement, manufacture, installation, or ownership of the item inspected.

Impartiality: Presence of objectivity in inspection services, meaning decisions are based on objective evidence obtained through processes free from bias or conflict of interest.

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4. Policy Statement

DAS commits to the following:

4.1 Impartiality and Independence

- a. Operate as a Type A Inspection Body, fully independent from any parties involved in the items inspected.
- b. Avoid any conflict of interest. All staff must declare potential conflicts and act accordingly to eliminate or mitigate them.
- c. Ensure decisions are based solely on objective evidence obtained during inspections.

4.2 Competence

- a. Maintain a team of qualified personnel with the necessary education, training, technical knowledge, and experience.
- b. Provide ongoing training and evaluation to ensure continued competence and adherence to evolving standards and regulations.

4.3 Confidentiality

- a. Safeguard all proprietary and sensitive information obtained during inspection activities.
- b. Ensure that all employees, contractors, and subcontractors sign confidentiality agreements and understand their obligations.

4.4 Consistency

- a. Apply inspection procedures uniformly and in accordance with documented methodologies.
- b. Maintain detailed inspection records to support traceability, repeatability, and verification of results.

4.5 Compliance

- a. Comply with ISO/IEC 17020:2012 requirements and all applicable legal and regulatory obligations.
- b. Cooperate with the accreditation body (PNAC) for assessments, surveillance, and audits.

4.6 Continual Improvement

- a. Regularly review and improve our management system, inspection methods, and customer satisfaction.
- b. Use internal audits, management reviews, and client feedback to identify areas for improvement.

5. Roles and Responsibilities

- a. **Top Management:** Ensure the implementation of this policy, provide adequate resources, and demonstrate commitment to impartiality and quality.
- b. **TM/MR:** Maintain the management system in compliance with ISO 17020, monitor risks, and oversee internal audits.
- c. **Inspection Personnel:** Follow procedures, report non-conformities, and conduct inspections objectively and competently.

6. Risk Management

DAS maintains a documented process to identify, assess, and mitigate risks related to impartiality, confidentiality, and operational integrity. This includes regular risk assessments and appropriate corrective actions.

6.1

- a. **Client Relationships:** Guidelines for maintaining professional relationships with clients are part of DAS routine business operations.
- b. **Gifts and Hospitality:** Rules for accepting gifts and hospitality to prevent undue influence are developed and implemented.
- c. **Impartiality Committee:** Establishment of an impartiality committee to oversee impartiality.
- d. **Confidentiality:** Commitment to maintaining client confidentiality is ensured, all staff has acknowledged and signed the DAS CoC.
- e. **Public Disclosure:** Procedures for publicly disclosing information about the inspection body, only data, information provided on the website is open for all, no any other business, process and IB System related information shall be provided by any of the staff of DAS.
- f. **Complaints and Appeals:** DAS has developed and implemented the process for handling complaints and appeals.
- g. **Continuous Monitoring:** Regular review and monitoring of impartiality is ensured.
- h. **Training and Awareness:** Training for personnel on impartiality and conflicts of interest.
- i. **Documentation and Records:** Maintenance of records and documentation related to impartiality.
- j. **Disclosure of Information:** Disclosure of information about the IB system impartiality is ensured by the all members of the company.

7. Review and Amendment

This policy shall be reviewed at least annually or when significant changes occur in operations, regulatory requirements, or ISO applicable standards.

Signed & Approved:
CEO, 01 November 2024