



# FIRST QUALITY CERTIFICATION

## Impartiality Policy

**First Quality Certification** (FQC) recognizes impartiality as one of the most important means of trust and confidence building, ensuring validity and reliability of our certification activities and assessment results.

**First Quality Certification** (FQC) management is committed to the principles of impartiality embodied within the ISO 17021:2015 standard and understands the importance of impartiality in carrying out its management system certification activities, manages conflict of interest and ensures the objectivity of its management system certification activities. **First Quality Certification** (FQC) retains authority and responsibility for the decisions made about its activities.

**First Quality Certification** (FQC) have a process to identify, evaluate, treat, monitor and document the risks related to conflict of interests arising from provision of certification including any conflicts arising from its relationships on an ongoing basis. **First Quality Certification** (FQC)'s operational impartiality denotes that certification activities are not linked to the company's other tasks or services (for instance joint pricing, marketing, sales, etc).

Where there are any threats to impartiality (such as a wholly owned subsidiary of the group company requesting certification from its parent, or threat of checking one's own work, or threat of self-interest, or threat of loss of trust, or threat of pressure and/or intimidation, **First Quality Certification** (FQC) will document and demonstrate how it eliminates or minimizes such threats and document any residual risk. The demonstration will cover all potential threats that are identified whether they arise from within **First Quality Certification** (FQC) or from the activities of other persons, bodies or organizations under the control of **First Quality Certification** (FQC). When a relationship poses an unacceptable threat to impartiality, certification shall not be provided.

Policies and procedures are non-discriminatory and are administered in a non-discriminatory way. **First Quality Certification** (FQC) makes its services accessible to all applicants.

All personnel in **First Quality Certification** (FQC) either internal or external are required to declare that they are free from any undue commercial, financial or other pressures, which could affect their impartiality. Personnel who have provided consultancy within two years to the organization, seeking certification are not employed to take part in any part of the certification process. Contracted personnel are required to reveal any situation which may present a conflict of interest. Unless no conflict of interest can be demonstrated, personnel are not assigned as assessors.

**First Quality Certification** (FQC) ensures organizational impartiality such that different people take decisions on certification to those who carry out the assessment. **First Quality Certification** (FQC) ensures that the activities of related bodies do not affect the confidentiality, objectivity and impartiality of its certification. **First Quality Certification** (FQC) avoids any situation that would create a conflict of interest arising from the activities of any related body, more so, if the related body might have a vested interest in the outcome of any assessment process. Certification Manager (CM) is responsible for making decision regarding certification activities, unless he is involved in the assessment process.

And if a conflict of interest is identified, **First Quality Certification** (FQC) does not provide certification to such company. **First Quality Certification** (FQC) ensures that nothing is said or implied that would suggest that certification would be simpler, easier, faster or less expensive if any specified personnel or organization providing consultancy were used. **First Quality Certification** (FQC) activities are not presented as being linked with the activities of any organization providing consultancy.

Rashid Matar Al Qubaisi  
Chief Executive Officer

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