



IMPARTIALITY POLICY

JIAAN MANAGEMENT INDIA PVT LTD declares that it will comply with the requirements of and ensure impartiality within all its certification activities for all the personnel related to the activities.

The confidentiality, objectivity and impartiality of the certification activities by and on behalf of JIAAN, shall not be affected by the activities of the certified clients.

To Show effective Implementation of policy JIAAN will not provide and allow the Following

- Consultancy services for realization, continuity and sustenance of certification.
 - Services for designing, implementing or maintaining a management system.
 - Certification services against or on behalf of other certification bodies.
 - All Personnel working for JIAAN shall not provide Certification Services with Consultancy group.
 - JIAAN shall not allow any consultancy organization to market or offer the activities of JIAAN.
 - JIAAN shall not state or imply that certification would be simpler, easier, faster or less expensive if a specific consultancy organization were used
 - JIAAN or its employees shall not participate in decision process of management system issues
 - JIAAN or its employee shall not take any Gifts in terms of clothes, watches, money or anything from customer which can pressure them to grant certificate
 - JIAAN & its employees shall not participate in preparation and procurement of manuals, guides and procedures for customers
 - JIAAN shall not provide specific and detailed advice or training on design, implementation and maintenance of management systems subject to certification.
 - There shall be no pressure of any kind (financial, trade, administrative, moral or other) over JIAAN and the personnel regarding the execution of their obligations as a QMS Certification Body according to ISO/IEC 17021-1:2015.
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- ❖ JIAAN identifies, analyzes and documents all possibilities for conflict of interests that emerge from certification processes including any conflicts that emerge from its relations. Presence of relations does not necessarily position the JIAAN in a situation of conflict of interests.
 - ❖ If some relations create impartiality threats, JIAAN documents and eliminates or decreases such threats. This information is presented to the Advisory Board members. It is necessary to cover all possible conflict of interests' sources that are identified regardless of their origin.
 - ❖ JIAAN requires from all employees, internal and external, to comply with impartiality rules as well as reveal any situation known to them that may present them or JIAAN with a conflict of interests. JIAAN shall use this information as input in identifying threats to impartiality raised by the activities of such personnel or by the organization that employ them. Such personnel, internal or external shall not be used unless they demonstrate that there is no conflict of interest.



- ❖ JIAAN shall not undertake any action that threatens the impartiality and/or are potential conflict of interests.
- ❖ When certain relations create unacceptable impartiality threat, then the certification shall not be conducted. JIAAN shall not certify another certification body for its activities related to management system certification
- ❖ When potential impartiality threat arises JIAAN eliminates it or decreases it. This process is also controlled by the impartiality committee.
- ❖ JIAAN shall not certify own group companies (if there are such companies) or organizations that JIAAN is a part of or a member.
- ❖ Personnel, who have provided consultancy (including internal audits) within two years to the organization seeking certification, are not allowed to take part in audit or other certification activities.
- ❖ JIAAN shall not provide internal audits for its certified clients.
- ❖ JIAAN shall not provide certification services to a client when relations between the Consultancy Company and JIAAN could lead to impartiality threat.
- ❖ JIAAN shall not outsource audits to a management system consultancy organization as this poses an unacceptable threat to the impartiality of the certification body. This does not apply to individuals contracted as auditors or technical experts
- ❖ JIAAN shall not allow any pressure from other certification bodies to influence the certification process in the organization. If other certification body declines to provide service for client and the client requests the same service from JIAAN than JIAAN shall investigate the reasons for declining before performing any other certification activities for the respective client.
- ❖ JIAAN shall not allow pressure from employees and/or related persons.
- ❖ Top management of JIAAN is committed to full compliance with this declaration

Dated :01.05.2023

Mr. Arpan Shah (CM)