

<b>UNICERT Certification</b>	
<b>MANAGEMENT SYSTEM MANUAL</b>	<b>Document No: UQM.01</b>

## QUALITY AND IMPARTIALITY POLICY

The services carried out by UNICERT CERTIFICATION LTD are maintained in accordance with the needs of all related parties.

Importance of impartiality while carrying out management system certification activities is espoused by all of our employees. Assurances are developed to provide objectivity in all certification activities with requirements for impartiality, independence, equality, privacy, reliability, adhering to the principles of information security, so not in any conflict of interest and as far from all types of the commercial and financial, political pressures on management of the certification activities.

All conflict of interest risks which UNICERT CERTIFICATION LTD is in or a part is managed.

All the services are offered within the legal and accreditation requirements according to accreditation scopes.

In order to provide these, our quality policy is;

- To serve according to the procedures that applied equally to all organizations,
- To provide sufficient number of qualified personnel, and to improve their qualifications continually for assessment activities,
- To follow the actual developments about certification activities and inform related parties about them,
- To carry out our assessment activities in accordance with ISO/IEC 17021-1:2015 the scope of accreditation,
- To be sensitive to protect the environment and natural resources and share this concept with related parties,
- To make a merit of continuous improvement,
- To provide all resources on ensuring impartial, independent, equal, reliable, confident certification activities.

Management Board

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## IMPARTIALITY COMMITMENT

- UNICERT CERTIFICATION LTD acts independently and in a way to place emphasis on impartiality, take care of equality, privacy, reliability in all the certification services rendered. And UNICERT CERTIFICATION LTD also guaranteed all internal and external personnel awareness for the importance of impartiality .
- For this purpose, UNICERT CERTIFICATION LTD has taken under guarantee that its employees are far from any political, commercial, and financial pressure while rendering its services.
- No person or corporation may influence the decision of all the staff and committees that attend to certification activities.
- While accepting the application of the companies that demand for certification, if there is any situation that might lead to a conflict of interest (familiar relation between client and UNICERT CERTIFICATION LTD or Business, Financial or other pressures on certification process etc), no certification service shall be rendered to such companies.
- All sources required for providing continuous satisfaction of our clients and minimizing the complaints shall be supplied continuously during execution of the System Certification Services in the best manner in accordance with ISO/IEC 17021-1:2015, ISO/TS 22003, ISO/IEC 27006-1, ISO/IEC 50003, ISO/IEC TS 17021-2, ISO/IEC TS 17021-3, ISO/IEC TS 17021-6, ISO/IEC TS 17021-9, ISO/IEC TS 17021-10, ISO/IEC 20000-6, ISO 21001 and International Guidance and related Standards.
- UNICERT CERTIFICATION LTD employs a neutral, objective, equal, private, reliable approach towards the parties during its certification activities, and it has listed the necessary measures and the ways to eliminate and minimize the threats in the potential conflict of interests table, in case of any situation that might lead to a conflict of interest.
- UNICERT CERTIFICATION LTD has guaranteed that no consultancy services shall be given in any way.
- UNICERT CERTIFICATION LTD has taken out a professional liability insurance against any damages or risks that might arise to third parties under the certification activities.
- UNICERT CERTIFICATION LTD shall not apply any hidden discrimination by expediting or slowing down the process, or any other discriminative actions against the corporations that apply them for the certification process.

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