



QAI Certification Services LLC

DOC. NO.:

POL-02

REVISION

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Confidentiality & Impartiality Policy

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QAI Certification Services LLC does not allow commercial, financial or other pressures to compromise impartiality. This applies to its all internal or external personnel, committees and its service providers who could influence the certification activities.

To safeguard the impartiality of QAI Certification Services activities and to counteract any tendency to allow commercial or other considerations to prevent the consistent objective provision of certification activities the QAI has appointed a Certification Committee. The Certification Committee provides independent advice to Senior Management on matters affecting confidence in certification, including openness and public perception. It also reviews, at least annually, the impartiality and independence of certification decisions. The Certification Committee may provide a report to interested parties and stakeholders on its independent role in the oversight.

The following decisions are responsibilities of the Certification Committee who by resolution has delegated same to Technical Manager:

- Granting/refusing to grant or renew a certificate or extend its scope
- Altering a certificate or reducing the scope of the certification
- Maintaining a certification
- Suspending or withdrawing a certification

The Managing Director and/or the Technical Manager has the responsibility to make 'independent determination' regarding certification decisions. Independent determination refers to determination of the circumstances leading to actions such as granting, refusing to grant, withdrawal or renewing a certificate or extending the scope of a certification altering a certificate so as to reduce its scope; and suspending a certification.

The determination and decision shall be independent of any recommendation made by a service provider.

It shall be based solely on technical assessments made by competent persons that are fully documented in accordance with QAI management system requirements.



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Sufficient objective evidence upon which to base a recommendation for certification shall be available and assessed. Based on audit recommendations a decision to grant certification if there is sufficient evidence of conformity, or not to grant certification if there is not sufficient evidence of conformity shall be made.

Technical Manager shall provide the necessary reports to the Certification Committee showing certification issued, suspended or cancelled, information on received customer complaints including action taken and any other issues that could jeopardize QAI Certification Services independency and impartiality of processes.

All information received by or available to **QAI**, staff, auditors, sub-contractors or committee members (in whatever format) received in conducting audit activities, or during other certification activities, or during any dealings with an organization for any other reason shall be regarded as strictly confidential and shall not be divulged to any 3rd party (unless specified in ISO/IEC 17021-1:2015) without the express permission of the organization or individual concerned. The requirement to keep confidential any information will also include any organization that has a legitimate right to audit or inspect **QAI**. Where **QAI**, is required by law to release confidential information to a third party the client or individual concerned shall, unless regulated by law, be notified in advance of the information provided. However where the organization is seen to be operating contrary to legal requirements or has operating practices which pose a danger to staff, customers or the environment **QAI**, reserves the right to immediately report any such incident to the relevant authority. Any such reporting will only be undertaken with the permission of Managing Director.

All records will be retained in a secure manner, only accessible to authorized staff via either paper records or password controlled electronic records. Sub-contractors will be limited to accessing information produced by them in conducting an audit. Records will only be made available to organizations who can demonstrate a legitimate (and legal) right to view those records and specifically to Accreditation Bodies.



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All staff, auditors, sub-contractors, Managing Director and Committee Members will be required to agree to **QAI**, confidentiality policy and sign a confidentiality agreement. Sub-contractors will also sign an agreement which also contains the responsibility to maintain confidentiality.

NOTE: Audits may be based on sampling within an organization's management system therefore is not a guarantee of 100 % conformity with requirements.

Declaration:

We operate as a Certification Body in compliance with ISO/IEC 17021-1:2015 International Standard and applicable requirements.

Managing Director
QAI Certification Services LLC,
Dubai – UAE.