



IMQ GULF FZCO

Doc. No.	IMQG/PY/03
Revision No.	3
Rev. Date	03-Apr-2026

Impartiality Policy Statement

IMQ GULF FZCO is a legal entity responsible for Certification services; any reference to **IMQ GULF FZCO** in this Policy and Public Statement refers to this legal entity.

IMQ GULF FZCO, its Top Management, Staff and Subcontractors fully understand the importance of impartiality in undertaking their Certification activities. **IMQ GULF FZCO** will, therefore, ensure that in all its dealings with clients or potential clients all employees or other personnel are and will remain impartial. To ensure that impartiality is both maintained and can be demonstrated, the following principles have been established:

- **IMQ GULF FZCO** issues certificates only after a review by an authorized and competent member of the team to ensure that no interest shall predominate.
- **IMQ GULF FZCO** does not offer any form of consultancy to clients.
- **IMQ GULF FZCO** does not offer an internal auditing service to its certification clients.
- Any proposed relationship between **IMQ GULF FZCO** and any other company will undergo a risk assessment by the management, prior to that relationship being formalized. Any current relationships with companies, organizations and individuals will be risk assessed on a regular basis to ensure that the relationship does not impact upon the impartiality of the Certification process.
- Individuals employed by or otherwise contracted to **IMQ GULF FZCO** are required to document and record their current and past relationships with all companies. Any situation past or present which may present a potential conflict of interest is required by **IMQ GULF FZCO** to be declared. **IMQ GULF FZCO** will use the information to identify any threats to impartiality and will not use those individuals in any capacity unless they can demonstrate that there is no conflict of interest.
- **IMQ GULF FZCO** will not allocate a member of staff or subcontractor to a management system evaluation where any past relationship has existed. Exceptionally and at the discretion of the Operations Manager or Managing Director, an individual or subcontractor may be allocated to a management system evaluation where a past relationship has existed but there has been no relationship for a minimum of two years.
- **IMQ GULF FZCO** does not and will not offer any commission, (finders fees or other inducements) to any individual or company in respect of referrals of clients unless:
 1. The terms and conditions of any such referral are clearly established and can be demonstrated, and it can also be demonstrated that the fee is for a referral and the fact that commission paid will in no way affect the outcome of certification.
 2. A risk assessment (to establish the potential for an unacceptable threat to impartiality) has been carried out in the process through which any such payment is made to an individual or organization (normally an inspection and testing laboratory) requesting the commission for referrals.
 3. All such payments are documented, recorded, and traceable
- Engineers, Officers, Evaluators, Auditors and others involved in the certification process are not and will not be put under any pressure and will not be influenced in any way to come to a particular conclusion regarding the result of a certification.

IMQ GULF FZCO's Impartiality Norms:

- Adherence to all accreditation and other policies of **IMQ GULF FZCO**.
- **IMQ GULF FZCO** shall not carry out any conflicting services.
- **IMQ GULF FZCO** shall not employ any professional conflicting its ethical policies.

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Operations Manager	Managing Director		



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- **IMQ GULF FZCO** shall not allow any of its certification staff to market the services and conduct the certification activity for the same client.
- **IMQ GULF FZCO** shall not allow any of its certification staff to carry out financial transactions with clients / inspection and testing laboratories.
- **IMQ GULF FZCO** shall not carry out business with any inspection and testing laboratories inducing pressures to compromise impartiality.
- All employees of **IMQ GULF FZCO** shall disclose any situation impairing the business ethics.
- **IMQ GULF FZCO** shall not allow any of the employees to carry out certifications for the clients at least for 2 years from the date of relinquishment from their services for that client.
- **IMQ GULF FZCO** shall not allow any certification staff to compromise on the turnaround time to conduct certification activity as required as per the accreditation / **IMQ GULF FZCO**'s norms.
- **IMQ GULF FZCO** shall not allow any certification staff to conduct the certification staff for the client for which it has not been approved for.
- **IMQ GULF FZCO** shall maintain transparency with regard to all information.
- No certification staff shall divulge any confidential information of the client or to any third party without written consent from the client and approval by the Managing Director.
- No certification personnel/ employee shall carry any client information with them after the usage period. All client information shall be returned after usage.
- Utmost care / verification shall be carried out for granting the right scope of certification.
- Any unethical practice observed shall be notified to the management at the earliest.
- **IMQ GULF FZCO** shall not allow any of its certification staff to accept any gifts from client / Inspection and testing Laboratories.
- **IMQ GULF FZCO** shall not allow any certification staff to conduct certification activity for the organization where any of their family members / close relatives are involved at a decision-making position.
- Disciplinary actions for non-adhering to impartiality policies shall be taken by the management in consultation with Impartiality Committee.

Public Statement

IMQ GULF FZCO, its personnel and others involved in the conformity assessment and certification activities fully understand the importance of impartiality in undertaking its activities.

IMQ GULF FZCO will, therefore, ensure that in its dealings with clients or potential clients, all employees or other personnel involved in the conformity assessment and certification activities are, and will remain, impartial.

IMQ GULF FZCO analyse, evaluate, treat, monitor, and document the identified risks and demonstrate that any identified risk to impartiality is mitigated or eliminated accordingly.

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Operations Manager	Managing Director		