

In COTECNA all staff especially top management are committed to impartiality in accordance with requirements ISO/IEC 17021:2015 shall be applicable when defining and accessing our impartiality.

1. Being impartial, and being perceived to be impartial, is necessary for our company to deliver services that provide confidence to our clients.
2. In order to obtain and maintain confidence, it is essential that our decisions be based on objective evidence of conformity (or nonconformity) to impartiality, and that our decisions are not influenced by other interests or by any parties.
3. COTECNA Company is committed to maintaining third-party accreditations. We operate independently with integrity and are resolute in conducting certification in conformity with applicable International Standards and the requirements of accreditation bodies.
4. COTECNA Company recognizes that threats to impartiality include the following:
 - 1.1. Self-interest threats arising from a person or body acting in their own interest.
 - 1.2. Self-review threats arising from a person reviewing the work that they have conducted themselves.
 - 1.3. Familiarity (or trust) threats arising from a person becoming too familiar with or too trusting of another, instead of seeking inspection evidence.

- 1.4. Intimidation threats arising from a person having a perception of being coerced openly or secretly, such as a threat to be replaced or reported to a supervisor

5. COTECNA Company undertaking all certification activities impartially. COTECNA Company does not allow commercial, financial or other pressures to compromise impartiality. COTECNA Company manages conflict of interest and ensures the objectivity of its certification activities.

6. As a mechanism for safeguarding its impartiality, COTECNA Company has appointed an Impartiality Committee to ensure impartiality is maintained throughout all of the schemes that COTECNA Company operates.

7. To ensure that impartiality is both maintained and can be demonstrated the following principals have been established.
 - o COTECNA Company does not offer (and has never offered) internal audits to Auditee organization. **And this mean that COTECNA do not have consultation or internal audit services that can be offered to its clients and also will not recommend any consultation service provider to its client.**
 - o COTECNA Company does not have (and will not form) any relationships with companies who offer consultancy or other services that can be construed as having an impact on the certification services provided by COTECNA Company. Any proposed relationship between COTECNA Company and any other company will undergo a risk assessment by the Committee for Impartiality 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.

8. Individuals employed by or otherwise contracted to COTECNA Company is 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 COTECNA Company to be declared. COTECNA Company will use the information to identify any threats to impartiality and will not use that individual in any capacity unless they can demonstrate that there is no conflict of interest.
9. COTECNA shall not outsource audits to a management system consultancy organization, as this poses an unacceptable threat to the impartiality of COTECNA. This does not apply to individuals contracted as auditors.
10. COTECNA Company does not and will not offer any commission, (‘finders fees’ or other inducements) to any individual or company in respect of referrals of any certification jobs.
11. COTECNA Company will ensure that it is not linked or marketed in any way which links it with the activities of consultancy activities related to any organization and will take appropriate action should any such link be identified.
12. COTECNA Company’ s Impartiality Norms:
 - Adherence to all Accreditation and other COTECNA Company Policies.
 - COTECNA Company shall not carry - out any other conflicting services other than its core business of certification.

- COTECNA Company shall not employ any professional conflicting its ethical policies.
 - All employees of COTECNA Company shall disclose any situation impairing the business ethics.
1. COTECNA Company shall maintain transparency with regard to all information.
 2. No auditor shall divulge any confidential information of the customer to any third party without written consent from the customer and approval by Certification Manager.
 3. No auditors shall carry any customer information with them after the usage period. All customer information shall be returned after usage.
 4. Utmost care/verification to be carried out for granting the right scope of certification.
 5. Any unethical practice observed should be notified to the management at the earliest.
 6. COTECNA Company shall not allow any of its Auditor to accept any gifts from customer.
 7. COTECNA Company shall not allow any auditors to conduct audits for the organization where any of its family members / close relatives are involved at a decision making position.
 8. Disciplinary actions for non-adhering to impartiality policies shall be taken by the Management in consultation with Impartiality Committee.
 9. All top management, Auditors and impartiality Committee Members will be required to agree to COTECNA Company confidentiality & Impartiality policy and sign a Confidentiality, Impartiality and Competency Declaration. Subcontractors will also

sign an agreement which also contains the responsibility to maintain confidentiality.

Approved by	Designation	Signature
	Managing Director	