Pacific Certification Pvt. Ltd.

Doc No- P/01/2025 IMPARTIALITY POLICY

PCPL **declares that it will comply with the requirements of Clause A.1 (third party inspection body) of ISO 17020:2012 and ensure impartiality within all its inspection activities for all the personnel related to the activities.**
The confidentiality, objectivity and impartiality of the Inspection activities by and on behalf of PCPL, shall not be affected by the activities of the client.

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

- **Consultancy services by employees/ empanelled inspectors**
- **Services for designing, implementing or maintaining system.**
- **All Personnel working for PCPL shall not provide Service with any Consultancy group.**
- **PCPL shall not allow any consultancy organization to market or offer the activities of PCPL.**
- **PCPL shall not provide specific and detailed advice or training on design, implementation and maintenance of systems.**
- There shall be no pressure of any kind (financial, commercial, trade, administrative, moral or other) over PCPL and the personnel regarding the execution of their obligations as a Inspection Body according to ISO/IEC 17020-2012.

PCPL identifies, analyzes and documents all possibilities for conflict of interests that emerge from inspection processes including any conflicts that emerge from its relations. Presence of relations does not necessarily position the PCPL in a situation of conflict of interests. If some relations create impartiality threats, PCPL 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. PCPL 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 PCPL with a conflict of interests. PCPL shall use this i
nformation 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

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interest. PCPL 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 inspection shall not be conducted.
When potential impartiality threat arises (due to action of other persons, bodies or organisations or employee of PCPL) PCPL eliminates it or decreases it. This process is also controlled by the Internal review committee.

PCPL shall not conduct inspection of own group companies (if there are such companies) or organizations that PCPL 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 inspection/audit or other activities related to client.

PCPL shall not provide internal audits for its certified clients. PCPL shall not conduct inspection of any client for which it has conducted internal audits within two years following the end of the internal audits.

PCPL shall not provide inspection services to a client when relations between the Consultancy Company and PCPL could lead to impartiality threat.

PCPL shall not outsource inspection/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.

PCPL does not receive any financial support different from the invested in it and the fees of its services.

PCPL does not pay any commissions to consultants therefore there can be no pressure exercised on PCPL by consultants.

PCPL shall not allow any pressure from other bodies to influence the inspection/audit process in the organization. If other c body declines to provide service for client and the client requests the same service form PCPL, than PCPL shall investigate the reasons for declining before performing any other certification activities for the respective client.

PCPL shall not allow pressure from clients and/or consultancy organizations. If there is such pressure than PCPL will apply requirements of ISO/IEC 17020 and internal procedures in order to stop such practice.

PCPL shall not allow pressure from employees and/or related persons.

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All employees are obliged to work in compliance with requirements of ISO/IEC 17020-:2012 and as per agreement of contract.

Top management of PCPL is committed to full compliance with this declaration.

Anshul Arora
CEO
Pacific Certification Pvt. Ltd.
16.03.2026

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