

## Quality Manual / Policy

### Quality Manager and Managing Director

Date 25 July 2024

Reference: Quality Manual of TUV NORD (Thailand) Ltd. Rev. A29

Subject: Principles for certification and validation/verification bodies

#### 4.3.1 Impartiality

ISO/IEC 17021-1:2015, ISO/IEC 17029:2019, ISO/IEC 17020:2012, ISO/IEC 17065:2012, ISO/IEC 17025:2017, ISO 14065:2020, ISO/IEC 17024:2012 and related standard specific schemes are defines impartiality as being "actual and perceived presence of objectivity". Objectivity means conflict of interests does not exist or are resolved or managed appropriately so as not to adversely influence subsequent activities of the certification, and verification body. Other terms that are useful in conveying the elements of impartiality are: objectivity, independence, freedom from conflict of interests, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment, balance, non-discrimination and transparency.

Impartiality is one of the core values of TUV NORD (Thailand) Ltd. management. This has been incorporated into company Quality Policy and a key part of the Code of Ethics.

TUV NORD (Thailand) Ltd. has identified risks to its impartiality on an ongoing basis. This shall include those risks that arise from its activities, or form its relationships, or form the relationships of its personnel. If risk to impartiality is identified, that shall be able to demonstrate how it eliminates or minimizes such risk and all internal and external personnel are aware of the need for impartiality.

TUV NORD (Thailand) Ltd. has published the impartiality commitment in the web link: <https://shorturl.at/cqtWH> ([www.tuv-nord.com/th](http://www.tuv-nord.com/th))

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