Impartiality Policy

Q4A Management Private Limited

Corporate Address: Office No. 457, 4th Floor, Aggarwal Metro Heights, Netaji Subhash Place, Pitampura, Delhi – 110034, India

Date: 28 September 2026

Q4A Management Pvt. Ltd. (Q4AMPL / Q4AM) is committed:

- to carry out all Management system Certification activities are undertaken in an impartial and unbiased manner as per ISO/IEC 17021-1, ISO/IEC TS 17021-2, ISO/IEC TS 17021-3, ISO/IEC TS 17021-10, ISO/IEC 27006-1, ISO/IEC 20000-6, ISO/TS 22003-1 & IAF mandatory documentation;
- personnel, either internal or external committees, who could influence any certification process are obliged to act impartially and shall not allow commercial, financial or other pressure that would compromise their impartiality in any way;
- To carry out certification services in a manner that activities and relationships do not cause any possible conflict of interest;
- To carry out risk analysis related to conflict of interests arising from provision of certification in order that such risks are eliminated or minimized, on an ongoing basis;
- To carry out review on residual risk to determine the risk remains within acceptable level;
- To carry out risk assessment considering the interest of 'interested parties' views affecting impartiality including openness and public perception;
- To take action to respond to any threats to its impartiality arising activities of persons, associates, bodies or any organizations;
- To ensure personal / organization reveal situation possess threat to certification in order to maintain impartiality maintain impartiality.

Q4A Management Pvt. Ltd. (Q4AMPL / Q4AM) is also committed:

- Not to certify same legal entity, another certification body and not to provide or offer management system consultancy;
- Not to carry out or offer internal audit to its certified clients;
- Not to outsource audit to a management system consultancy organization;
- Not to claim that certification would be simpler, easier, faster and less expensive;
- Not to use personnel / Organization in audit who have provided management system consultancy to the clients to be certified or already certified;
- Not to allow management system consultancy by Q4AM or any part of the same legal entity and any entity under the organizational control;
- Not to allow associates, shareholder, directors of Q4AM to influence the audit process and certification decision in order to maintain impartiality.

Q4A Management Pvt. Ltd.

Yash.

Auth. Sign. / Director