



Impartiality and Confidentiality Policy

TÜV SÜD Middle East is committed to upholding the highest standards of impartiality, confidentiality, and integrity in all its activities, including inspection, certification, and conformity assessment, in compliance with ISO/IEC 17020, 17024, 17021, and 17065.

- TÜV SÜD Middle East and its employees recognize the importance of maintaining impartiality and independence in all services.
- We are tasked with recognizing, evaluating, and mitigating any risks that could influence impartiality at the organizational and personnel levels
- We conduct regular risk assessments on impartiality and conflicts of interest, ensuring that necessary controls are in place to prevent undue influence.
- All personnel involved in decision-making processes operate independently from activities that may create a conflict of interest.
- We ensure that our certification, inspection, and assessment services are free from bias and that decisions are based solely on objective evidence.
- TÜV SÜD Middle East is committed to protecting all confidential and proprietary information obtained during our operations.
- Employees and individuals representing TÜV SÜD Middle East are legally bound by agreements to uphold impartiality, maintain confidentiality, and refrain from disclosing sensitive information without proper authorization
- When TÜV SÜD Middle East is required by law to release confidential information, the client or concerned person will be notified of the information to be provided, unless prohibited by law
- TÜV SÜD Middle East ensures that related bodies, subcontractors, and external personnel do not compromise the confidentiality, security, impartiality, or independence of its operations.

TÜV SÜD Middle East regularly reviews this policy to ensure compliance with applicable international standards and regulations. Employees are required to promptly report any actual or suspected threats to impartiality or breaches of confidentiality. This policy is communicated across all levels of the organization and is available to relevant stakeholders.

Reference: TSME-POL-QHSE-02 / Rev 00 reviewed and reissued


Mr. Niranjan Nadkarni
CEO TÜV SÜD Middle East LLC
02 January 2025