

## TÜV SÜD Middle East



### **Statement of Impartiality for Personal Certification Services**

**TÜV SÜD Middle East L.L.C** and its employees understand the importance of integrity, impartiality and potential conflicts of interests in carrying out its management systems certification processes.

**TÜV SÜD Middle East L.L.C** has assigned a certification scheme committee to ensure the objectivity of its certification processes with regard to the integrity and impartiality and has identified and risk assessed all relationships which may result in a conflict of interest or pose threats to the impartiality.

Management conduct annual risk assessment on impartiality and conflict of interest, and this shall continually review by the certification scheme committee, which is an independent committee composed of members representing the key industries.

Conflict of interest and objectivity is addressed in contractually binding agreements, so the centre will not provide training related to the candidates of certification schemes, as well as the management system certification activities are conducted in an impartial manner, so that all management system certification activities are conducted in an impartial manner.

**TÜV SÜD Middle East L.L.C** aims to inspire confidence in its management certification to its clients by being impartial, providing competent employees, being responsive to complaints, providing access to the relevant information gathered, being open, fairness, transparency of processes, and maintaining confidentiality.

#### **Complaints and Appeals should be addressed to:**

Certification Administration personnel:

15<sup>th</sup> Floor, Tower A, Empire Heights Building, Al Abraj Street, Business Bay, Dubai, U.A.E

Phone: +971-4-4473113 Fax: +971-4-4473112 / E-mail: [info.me@tuvsud.com](mailto:info.me@tuvsud.com)

**CEO Middle East Region:**

**Date: 02-01-2021**

**Mr. SALAH SAFAH**

A handwritten signature in blue ink, appearing to read 'Salah Safah', written over the printed name.