


Impartiality Policy		
EnE-CB-CMS-POL-01	Environment and Energy Certification Body	

Purpose:

This Impartiality Policy establishes the principles and procedures to ensure that the EnE-CB of TÜV SÜD South Asia Pvt. Ltd. (TSSA), a Validation, Verification/Certification Body (EnE-CB) operates impartially, objectively, and free from conflicts of interest when conducting Validation, Verification/Certification activities. The policy is designed to maintain the integrity, credibility, and trustworthiness of the EnE-CB’s services.

1. Commitment to Impartiality

The EnE-CB of TSSA is committed to ensuring that all Validation, Verification/Certification activities are conducted impartially, without bias, prejudice, or undue influence from internal or external parties. The EnE-CB recognizes that impartiality is essential to maintaining the confidence of stakeholders, including project proponents, host countries, and the international community.

2. Principles of Impartiality

The EnE-CB adheres to the following principles:

- **Independence:** We operate independently from any undue influence, including from project proponents, governments, or other stakeholders.
- **Objectivity:** All Validation, Verification/Certification decisions are based on objective evidence and conducted in accordance with approved methodologies, standards, and guidelines.
- **Transparency:** We disclose relevant information about its processes, decisions, and potential conflicts of interest to ensure accountability.
- **Fairness:** We treat all clients and stakeholders equitably and without discrimination.


3. Conflict of Interest Management

We have implemented robust measures to identify, disclose, and manage conflicts of interest at policy, organization, project level:

- **Identification:** All personnel, including validators, verifiers, and management, disclose any actual, potential, or perceived conflicts of interest.
- **Mitigation:** Where a conflict of interest is identified, we take appropriate measures to mitigate the conflict, such as reassigning personnel or declining the assignment.
- **Documentation:** All conflicts of interest and mitigation measures are documented and retained for audit purposes.

4. Organizational Structure and Governance

prepared/changed: 01-02-2025	Approved by: Top Management	Page 1 of 3
File: Impartiality Policy	version 01/ 01-02-2025	Copyright: TÜV SÜD South Asia Pvt Ltd

Impartiality Policy		
EnE-CB-CMS-POL-01	Environment and Energy Certification Body	

We maintain an organizational structure that safeguards impartiality:

- Separation of Functions: We ensure a clear separation between Validation, Verification/Certification activities and commercial or financial interests.
- Independent Oversight: An independent Impartiality Committee is established to oversee EnE-CB's adherence to this policy and address any concerns related to impartiality.
- Decision-Making: Validation, Verification/Certification decisions is made by competent personnel who are free from undue influence.

5. Personnel Competence and Integrity

We ensure that all personnel involved in Validation, Verification/Certification activities:

- Are competent, qualified, and trained to perform their duties impartially.
- Uphold the highest standards of integrity, professionalism, and ethical conduct.
- Are regularly evaluated for compliance with impartiality requirements.

6. Stakeholder Engagement

We engage with stakeholders in a manner that promotes impartiality:

- Consultation: We consult/interact with stakeholders to gather input and address concerns related to impartiality.
- Feedback Mechanism: A formal mechanism is established for stakeholders to report concerns or complaints about impartiality.
- Response: We investigate and respond to all complaints in a timely and transparent manner.


7. Continuous Improvement

We regularly review and improve our impartiality practices:

- Internal Audits: Regular internal audits are conducted to assess compliance with this policy.
- Corrective Actions: Any identified non-conformities or areas for improvement are addressed through corrective actions.
- Policy Updates: This policy is reviewed annually and updated as necessary to reflect changes in regulations, standards, or best practices.

8. Compliance and Accountability

prepared/changed: 01-02-2025	Approved by: Top Management	Page 2 of 3
File: Impartiality Policy	version 01/ 01-02-2025	Copyright: TÜV SÜD South Asia Pvt Ltd

Impartiality Policy		
EnE-CB-CMS-POL-01	Environment and Energy Certification Body	

EnE-CB complies with all applicable laws, regulations, and international standards related to impartiality. Failure to adhere to this policy may result in disciplinary action, including termination of employment or contracts.

9. Communication of the Policy

This policy is communicated to all personnel, clients, and stakeholders. It is made publicly available on the website and included in relevant training materials.

EnE-CB takes necessary measures to address any threats to its impartiality arising from the actions of other parts of the organization, external individuals, outsourced entities, related bodies, or other organizations. Additionally, EnE-CB foster a professional environment and organizational culture that promotes impartial behavior among all personnel.

prepared/changed: 01-02-2025	Approved by: Top Management	Page 3 of 3
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