



فرونٲير جروب إنٲرناشيونال ذ.م.م.  
Frontier Group International W.L.L.

## IMPARTIALITY POLICY

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# IMPARTIALITY POLICY

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Frontier Group International (FGI) is committed to conducting its certification and inspection activities with impartiality, ensuring that all decisions are made objectively, without bias and considering the threats to impartiality like self-interest, self-review, familiarity (or trust), intimidation and source of revenue. This commitment is fundamental to the integrity and credibility of our certification and inspection services and is in accordance with the requirements of ISO/IEC 17021 and ISO/IEC 17020.

## Principles of Impartiality:

- 1. Independence:** FGI operates independently from any undue influences that could affect the objectivity of its certification activities. This includes any relationships that could create conflicts of interest. This includes maintaining independence from the entities being certified or inspected as well as any external parties that could influence the inspection/ certification process.
- 2. Objectivity:** Certification/ inspection decisions are based solely on objective evidence, without any influence or preference for specific outcomes. All relevant factors are considered in an unbiased manner. Inspectors/Auditors are trained to assess conformity fairly and impartially, taking into account all relevant factors.
- 3. Transparency:** FGI ensures transparency in its certification and inspection processes, providing clear and accessible information to all stakeholders regarding the criteria, procedures, findings and decisions involved in the certification and inspection process. This includes communicating the basis for inspection/certification decisions and any limitations to the inspection/certification process.
- 4. Confidentiality:** Confidentiality is maintained throughout the certification and inspection process to protect the interests of all parties involved. Information obtained during the certification/inspection process is treated with the utmost confidentiality and is only disclosed as required by law or with explicit consent.

## Responsibility for Impartiality:

FGI assigns responsibility for maintaining impartiality to designated personnel who have the authority and resources to uphold this commitment. This includes monitoring and managing potential conflicts of interest, implementing controls to prevent bias, and providing training and awareness programs to inspectors, auditors and other staff members.

## Handling Conflicts of Interest:

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In the event that a conflict of interest arises, FGI has established procedures for identifying, evaluating, and addressing such conflicts. This may involve disclosing relevant information to affected parties, implementing additional safeguards, or refraining from providing certification/inspection services where impartiality cannot be assured.

## **Continuous Improvement:**

FGI is dedicated to continuously improving its processes and practices related to impartiality. Feedback from stakeholders, internal audits, and reviews of certification/inspection activities are used to identify areas for enhancement and to ensure ongoing compliance with ISO/IEC 17021 and ISO/IEC 17020 requirements.

## **Communication:**

This impartiality policy is communicated to all employees, contractors, and stakeholders involved in the certification/inspection process, emphasizing their responsibility to uphold impartiality and report any concerns or potential breaches of this policy.

## **Review and Revision:**

This policy is subject to regular review and revision to ensure its effectiveness and alignment with the organization's objectives and regulatory requirements. Changes to the policy are communicated to relevant parties in a timely manner.

All Frontier Group International members must acknowledge the review of and compliance with this policy, which shall be implemented by means of a documented system available for all the concerned parties and which is reviewed periodically to ensure that it remains relevant and appropriate.