

Impartiality Policy

RAQABAH, as a legal entity, fully understands the critical importance of impartiality in all conformity assessment activities. Therefore, RAQABAH ensures that all interactions with clients, potential clients, employees, and other personnel are consistently impartial. To maintain this impartiality, the following fundamental principles are established:

- RAQABAH is an independent third-party Conformity Assessment Body (CAB) and conducts its activities impartially. RAQABAH is responsible for maintaining impartiality in all provided services (product certification) and does not allow commercial, financial, or other pressures to compromise its impartiality. An authorized and impartial committee is responsible for impartiality risk assessment and evaluation.
- RAQABAH is solely responsible for its certification activities.
- RAQABAH does not offer any consultancy services, including designing, manufacturing, installing, distributing, or maintaining products, to organizations or individuals.
- RAQABAH does not offer internal audit services to organizations or individuals.
- RAQABAH has no financial or other interest in any company that offers consultancy for certification and inspection activities, management system services, or internal audit services.
- RAQABAH does not outsource audits to consultancy companies, as this is considered an unacceptable threat to RAQABAH's impartiality.
- RAQABAH does not have, nor intends to establish, any relationships with organizations that offer consultancy, internal audit services, or other services that could compromise RAQABAH's certification and inspection services.
- Any future collaborations between RAQABAH and other companies that may affect impartiality will undergo a risk assessment by the Impartiality Committee before the collaboration is formalized.
- All current associations with companies, organizations, and individuals are regularly assessed for risk to ensure that these relationships do not influence the impartiality of the certification and inspection process. The Impartiality Committee is responsible for these risk assessments.
- RAQABAH requires employees and contractors to document their employment history with other companies. Employees must disclose any past or present situations that could be perceived as a conflict of interest. RAQABAH uses this information to identify potential threats to impartiality and will suspend the individual's activity until it is verified that no conflict of interest exists.
- If a RAQABAH staff member or subcontractor has had a past relationship with a client company, they will not be involved in the product certification and inspection processes for that client. At the discretion of the [*Managing Director*], an individual or subcontractor may be allowed to conduct a certification process for a client where a past relationship existed, provided the relationship ended at least two years prior to the certification.
- RAQABAH reviews all employees and contractors at least annually to ensure their continued impartiality.

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- RAQABAH ensures that it is not affiliated or marketed in conjunction with consultancy activities and will take corrective action if any such link is identified.
- All employees and contractors must inform management of any situation that could create a conflict of interest. Management will take appropriate actions to ensure full impartiality, including suspending activities that could threaten impartiality until the situation is resolved.
- Top management is responsible for implementing this policy and ensuring compliance by all relevant parties. Non-compliance will be addressed to ensure RAQABAH's unwavering commitment to impartiality in all its operations.

CEO

Ahmed Fawzy

