IMPARTIALITY POLICY STATEMENT

COAE International Pvt. Ltd. is committed to impartiality during the provision of management system certification services to its clients in an independent and impartial manner.

COAE fulfils the requirements of ISO/ IEC 17021-1:2015 and ensures that impartiality is followed by all its personnel related with the certification activities from time to time.

COAE has established processes to identify, analyse, evaluate, treat, monitor, and document risks related to conflict of interests arising from provision of certification including any conflicts arising from its relationships on an ongoing basis. In case of threats to impartiality, COAE documents and demonstrates elimination or minimization of such threats. This demonstration covers all potential threats that are identified whether they arise from within COAE or from the activities of other people, bodies or organisations. Whenever a relationship poses an unacceptable threat to impartiality, then the certification will not be provided.

To ensure the above, COAE has established a committee of interested parties including clients, representatives of industry/ associations, NGOs including customer organisations.

The impartiality committee functions independently of COAE management and holds authority to review impartiality threats, risk treatment plans, and escalation of concerns to top management.

To demonstrate effective Implementation of our Impartiality policy, we at COAE:

- do not certify another certification body for its management system certification activities.
- do not provide Management Consultancy services for realization, continuity and sustenance of certification.

- do not conduct internal audits of our certified clients. COAE will not certify a management system on which COAE has provided internal audits for a minimum period of two years following the conduct of internal audit.
- do not provide our services either marketed or offered as linked with organisations providing management consultancy.
- do not outsource audits to any management system consultancy organization nor allow any auditor, who was responsible for providing management system consultancy towards client to be involved in audits.
- do not state or imply that certification would be simpler, easier, faster or less expensive.
- take action to respond to any threats to its impartiality arising from the actions of other people, bodies or organizations.
- do not allow personnel, both external and internal, or committees, who could influence certification activities to take up any commercial, financial or other pressures to compromise impartiality.
- require revealing and recording of any situation of conflict of interest from its personnel for taking appropriate steps.
- do not provide consulting services for management systems related to artificial intelligence, information security, data protection (e.g., acting as an external data protection officer or conducting data protection checks), or risk management and prevents conflicts of interest in certification activities.
- Permissible activities (e.g., generic training, pre-audit scoping) do not involve company-specific advice or recommendations.

Note: This policy is reviewed annually by top management and the impartiality committee to ensure alignment with ISO/IEC 17021-1:2015 Clause 5.2.2 and current COAE operations.