



IMPARTIALITY POLICY



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I. Introduction

This policy aims to ensure impartiality in all activities and decisions. This policy applies to all employees, contractors, and stakeholders associated with the LL-C (Certification) Group (from now on referred to as "LL-C"). Our commitment to impartiality is central to maintaining trust and credibility with our clients, stakeholders, and the general public in providing certification, testing, assessment, and inspection services.

II. Scope

This policy applies to all activities, services, and operations of LL-C, including but not limited to decision-making processes, interactions with clients, and the conduct of employees.

III. Principles of Impartiality

1. **Fairness:** All decisions and actions must be conducted in a fair and unbiased manner. No individual or group should receive favorable or unfavorable treatment based on personal preferences or relationships.
2. **Objectivity:** All assessments, evaluations, and decisions should be based on objective criteria and evidence, free from personal or external influences.
3. **Transparency:** Processes and criteria for decision-making should be clear and transparent to all stakeholders to ensure accountability and trust.
4. **Equality:** All individuals and entities should have equal access to services, resources, and opportunities, without discrimination based on race, gender, age, religion, nationality, disability, or any other characteristic.

IV. Implementation

1. **Training and Awareness:** Regular training programs will be conducted to ensure all employees and auditors understand the principles of impartiality and how to apply them in their work.
2. **Conflict of Interest:** Employees and auditors must disclose any potential conflicts of interest that could influence their judgment or actions. Procedures are in place to manage and mitigate such conflicts.
3. **Decision-Making Processes:** Clear documentation and rationale for decisions. Procedures are in place to manage the decision-making process.
4. **Complaint Mechanism:** A transparent and accessible mechanism will be provided for stakeholders to report any concerns or violations of this policy. All complaints will be investigated and processed in a timely manner.

V. Responsibilities

1. **Management:** Ensure that the principles of impartiality are integrated into all policies and practices. Management must lead by example and foster a culture of impartiality.
2. **Employees and auditors:** Adhere to the principles of impartiality in all professional activities and report any breaches of this policy.

VI. Monitoring and Review

This policy will be reviewed periodically to ensure its effectiveness and relevance. Feedback from stakeholders will be considered in the review process, and necessary amendments will be made to continuously improve impartiality practices.

VII. Conclusion

LL-C (Certification) is committed to maintaining the highest standards of impartiality in all its activities. Adherence to this policy is essential to uphold the integrity, trust, and credibility of our organization

By implementing and adhering to this Impartiality Policy, LL-C aims to ensure that all actions and decisions are conducted in a fair, objective, and unbiased manner, thereby fostering trust and confidence among all stakeholders.