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| Document Code | Impartiality Statement | | | |  |
| ACTS-IMS/02/17 | | | | | |
| | Rev#: | 00 | Issue Date: | 01-09-2024 | |

Al-Waiz Certification and Training Services (ACTS) understands the importance of impartially in carrying out activities for the IMS certification and effectively manage the potential conflict of interests and ensures complete objectivity for the IMS certification activities. ACTS has developed and implemented procedure in compliance with the requirements of ISO Standards.

ACTS identifies analyses and documents any possible conflict of interest that arises from the certification processes including the established relations. If some relations create potential impartiality threats, ACTS documents and eliminate such threats. It is necessary in order to cover all possible source of conflict of interests' that are identified regardless of their origin. ACTS requires all employees and contractors to comply with the impartiality rules as well as with all other procedures and requirements.

ACTS does not undertake any activity that could endanger the impartiality and/or represent the potential conflict of interests. In case where certain situations create unacceptable impartiality threat, the certification activity will not be conducted.


ACTS does not certify another certification body for its activities related to Integrated Management System Certification. ACTS does not allow in any way conducting activities that are conflict of interests such as advertising or providing management system consultant services. ACTS can take action to correct inappropriate claims by any consultancy organization stating or implying that certification would be simpler, easier, faster, or less expensive if ACTS were used. When potential impartiality threats arise ACTS takes all possible measures to eliminate it.

ACTS does not certify organizations where ACTS is a part of or it is a member. ACTS does not provide internal audits for its certified clients. ACTS does not provide certification services to a customer when relations between the consulting company and ACTS could lead impartiality threat. ACTS does not receive directly or indirectly any financial support other than the charges of its services from the clients.

ACTS does not pay any commissions to consultants therefore no pressure exercised on the ACTS by consultants. ACTS does not allow any pressure from other certification bodies to influence the certification process in the organization. If other ACTS declines to provide service for customer and the customer request the same service from ACTS, then ACTS investigates the reasons for declining before performing any other certification activities for the respective customer. In all cases ACTS does not allow any pressure from partners and others if the client is in compliance with the applicable documents and procedures.

ACTS does not allow pressure customer and / or consulting organizations. If there is such pressure, then ACTS applies requirements of ISO Standards and Internal procedures in order to eradicate such practice. ACTS undertakes any necessary actions against all threats for the independence and the impartiality.

ACTS does not provide / allow / give specific trainings on system implementation but provides only awareness session about standards requirement.

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Top Management of ACTS is committed to full compliance with this statement.



Approved By

Dr. Muhammad Qasim

CEO