Al-Waiz Certification and Training Services (ACTS) recognizes the importance of impartiality in carrying out its Management System Certification activities. ACTS is committed to ensuring objectivity, independence, transparency and freedom from conflicts of interest throughout its certification processes.

ACTS understands that impartiality is fundamental to maintaining confidence in its certification activities. Accordingly, Top Management is committed to identifying, analysing, evaluating, treating, monitoring and documenting all actual, potential and perceived risks to impartiality arising from its certification activities and associated relationships.

ACTS identifies and evaluates potential threats to impartiality arising from ownership, governance, management, personnel, shared resources, financial arrangements, contracts, marketing, training, commissions, referrals and other relevant relationships. Where threats are identified, ACTS implements appropriate measures to eliminate or minimize them and maintains documented evidence of the actions taken and any residual risks. Top Management reviews residual risks to determine their acceptability. Where an unacceptable threat cannot be adequately controlled, ACTS shall not undertake or continue the affected certification activity.

ACTS requires all employees, auditors, technical experts, committee members, subcontractors and other personnel involved in or capable of influencing certification activities to act impartially and independently. All relevant personnel are required to disclose any actual, potential or perceived conflicts of interest. ACTS evaluates such disclosures and ensures that personnel are assigned to certification activities only where their impartiality can be demonstrated.

ACTS does not undertake or provide Management System Consultancy, including participation in establishing, implementing or maintaining management systems. ACTS does not provide internal audits to its certified clients. ACTS does not certify another Certification Body for its Quality Management System. Furthermore, ACTS does not outsource management system certification audits to management system consultancy organizations.

ACTS does not permit its certification activities to be marketed or offered as being linked with any organization providing Management System Consultancy. ACTS shall take appropriate action to correct any inappropriate claims or statements made by consultancy organizations suggesting or implying that certification would be simpler, easier, faster or less expensive if ACTS were used.

ACTS may provide general awareness training and information concerning management system standards and certification requirements, provided that such activities do not involve consultancy, specific advice, instructions or solutions for developing, implementing or maintaining a client's management system. Such activities shall not compromise the impartiality of ACTS's certification decisions.

ACTS does not permit personnel who have provided Management System Consultancy to a client to participate in that client's audit or other certification activities.

ACTS does not certify organizations where ownership, governance, management or other organizational relationships create an unacceptable threat to impartiality. All such relationships are evaluated and documented before accepting certification applications.

ACTS does not pay commissions or other financial inducements for referring new certification clients. Certification fees are established on objective and transparent criteria and are not influenced by certification outcomes. ACTS ensures that its financial arrangements and sources of income do not compromise the impartiality of its certification activities.

ACTS does not allow commercial, financial, personal or other pressures from clients, consultants, business partners, employees, other Certification Bodies or external organizations to influence its certification activities or decisions. Any such threats are evaluated, and appropriate action is taken to eliminate or minimize their effects.

Where an organization has previously been refused, suspended or withdrawn from certification by another Certification Body, ACTS shall verify relevant information and evaluate the circumstances before proceeding with the certification process, in accordance with applicable certification requirements.

ACTS ensures that all certification decisions are based on objective audit evidence and independent evaluation of the relevant certification information. No commercial or financial interest shall influence the granting, maintenance, suspension, restoration or withdrawal of certification.

ACTS maintains an effective mechanism for safeguarding impartiality, including consultation with appropriate interested parties through its Committee for Safeguarding Impartiality. The Committee provides independent advice and recommendations on matters affecting impartiality, openness and public confidence in ACTS's certification activities.

Top Management of ACTS accepts overall responsibility for safeguarding impartiality and is committed to ensuring that commercial, financial or other pressures do not compromise the objectivity and independence of certification activities. This policy shall be communicated to all relevant personnel, implemented throughout ACTS and reviewed periodically for continuing suitability and effectiveness.



Approved By

Dr. Muhammad Qasim

CEO

05-10-2026