



**NES Quality Management System  
(Form)**

Code: **NES-D-08**

Issue/Rev. no. 02/00

Issue date:01.08.2024

**Impartiality Statement**

**Page 1 of 1**

NES is committed to maintaining impartiality in all of its activities, including Certification, Verification, Inspection, Validation, and COC services, in accordance with the requirements of **ISO 17020, ISO 17021-1, ISO 17025, ISO 17029, and ISO 17065**. We understand the importance of impartiality and have implemented a robust management system to ensure that all decisions are based solely on **objective evidence** and free from undue influence.

**Key elements of NES's impartiality policy:**

- **Impartiality of activities:** All Certification, Verification, Validation, Inspection, and COC activities shall be undertaken impartially.
- **Responsibility for impartiality:** NES is responsible for safeguarding impartiality and will not allow commercial, financial, or other pressures to compromise impartiality.
- **Monitoring of threats to impartiality:** NES monitors its activities and personnel relationships to identify and manage threats to impartiality.
- **Management of identified threats:** Any identified threats to impartiality are eliminated or minimized to ensure that all activities remain impartial.
- **Top management commitment:** NES top management is fully committed to impartiality and ensures that the policy is implemented across all activities.
- **Public commitment:** NES publicly demonstrates its understanding of the importance of impartiality and communicates this policy openly to all clients and interested parties.
- **Review and decision separation:** Reviews and decisions are made by personnel who are different from those performing the activity (Verification, Validation, Inspection, or Certification).
- **Prohibition of dual services:** NES does not provide consultancy and Verification/Validation/Certification for the same claim / certificate from the same client.
- **Unacceptable consultancy relationships:** NES will not perform any Verification, Validation, Certification, or Inspection activity where a consultancy relationship poses an unacceptable threat to impartiality.
- **Marketing independence:** NES activities are not promoted or linked with any organization that provides consultancy services, and no statement shall imply that activities would be simpler, faster, cheaper, or easier if a specific consultancy were used.
- **Conflict of interest management:** NES identifies, assesses, and manages potential conflicts of interest arising from relationships with clients, suppliers, or other interested parties.
- **Objectivity:** NES ensures all personnel involved in Certification, Verification, Validation, Inspection, and CoC activities are free from undue influence or bias.
- **Transparency and communication:** NES maintains open communication with clients and other interested parties, providing clear and impartial information about all activities.

NES Services considers this policy essential to maintaining the credibility, integrity, and trustworthiness of all its services. All decisions are based on sound principles, objective evidence, and in full compliance with the requirements of ISO 17020, ISO 17021-1, ISO 17025, ISO 17029, and ISO 17065.

**Mrs./ Amina Osman M. Osman**  
NES - President

