

Branch of TÜV AUSTRIA Shanghai Co. Ltd. (TASHA) will fulfil the arrangements that will imply a guarantee of a successful or positive outcome or prevent the formation of expectations in relation to all conformity assessment activities it carries out. TASHA top management is responsible for ensuring that all conformity assessment activities (inspection, testing, personnel, product, service, process and system certification) are carried out impartially, independently and in compliance with confidentiality and that a structure free from any commercial, financial, administrative and other pressures that may affect the impartiality of the decisions to be taken as a result of conformity assessment activities is established. It shall not engage in any activity that would reduce confidence in its independence, competence, impartiality, decision-making or integrity regarding its work.

There is no commercial relationship between TASHA legal entity and all real persons, legal entities and sectors to which conformity assessment services are provided, except for the scope of services provided, and consultancy, consultancy and internal audit services are not provided under any name. TASHA is not a part of a legal entity that designs, manufactures, supplies, installs, purchases, owns, uses or maintains the products, services and processes subject to conformity assessment activities and is independent of the parties involved.

TASHA ensures that the activities of separate legal entities with which it or a legal entity forming part of it is associated do not jeopardize the impartiality of its conformity assessment services. TASHA undertakes to periodically assess the potential risks for ensuring and maintaining impartiality and independence. TASHA shall put in place arrangements to avoid any implied guarantee or expectation of a successful or favourable outcome for all conformity assessment activities it carries out.

TASHA and all its personnel are not involved in any activity that may cause a conflict with their independence and accuracy of judgment regarding the conformity assessment activities they carry out. TASHA personnel do not design, manufacture, supply, install, purchase, own, use or maintain the products, services and processes subject to conformity assessment activities. All conditions required for all personnel involved in conformity assessment activities to maintain technical and professional competence within the limits of professionalism and commensurate with their activities have been provided by TASHA. Wages of internal and external personnel are paid regardless of the results, number and duration of conformity assessment activities.

TASHA obtains Confidentiality and Impartiality Declaration from all internal and external personnel in order to protect impartiality, independence and confidentiality. Based on the work experience of TASHA internal and outsourced personnel, TASHA undertakes not to assign them to the conformity assessment activities of the relevant organization if it is determined that they have provided any consultancy, training services or worked personally or their first degree relatives have direct responsibility in the past two years.

Within the scope of EN ISO / IEC 17024, TASHA is committed by TASHA that the evaluators and decision makers will not be able to participate in any examinations for two years of those who have participated in the training previously given by the evaluators and decision makers. TASHA cannot offer training and examination services to individuals as a package.

Any commercial relationship with existing stakeholders in the sector that may threaten impartiality and independence is handled by the Impartiality Committee, which operates and takes decisions independently of the top management. TASHA top management commits to comply with the decisions of the relevant committee.

TASHA has ensured that the confidentiality of the information obtained during all conformity assessment procedures will be protected with the "Confidentiality Policy". All information, data and documents belonging to all real and legal persons operating in the private sector and public sector to whom conformity assessment services are provided; all information, data and documents obtained during the services provided cannot be given to third parties for any purpose or published in public media without the written permission of the right holder, except for the part requested by the authorized institution(s) and accreditation institution(s) for their activities. The confidentiality of information, data and documents belonging to real and legal persons to whom

services are provided is under the responsibility of TASHA top management and this confidentiality is fully respected.

Information obtained during the conformity assessment process is kept by TASHA as a client secret, unless otherwise required by law. When requested by a legal authority, TASHA will notify the client of the information it has provided to the legal authority, unless such notification is prohibited by law. Information obtained about the client from sources other than the client will be considered confidential.

TASHA notifies the client in advance of the information it will share with third parties. With the customer's permission or as written in the contract, it makes this information publicly available, or except for this information agreed between TASHA and the customer (such as in response to complaints), all other information is considered private information and confidential.

Appeals, complaints and disputes are resolved with TASHA's responsibility and assurance and to the satisfaction of its customers. TASHA is responsible for the collection and verification of all information for the validation of the complaint and objection and the execution of the entire process through this commitment.

TASHA undertakes to make all policies and procedures defined in its management system and their management available in an equal, fair and non-discriminatory manner to all customers whose activities are included in TASHA's management system, regardless of their scale, the number of documents issued or the groups or associations of which they are members. Access to relevant policies and procedures is provided without any restrictions other than those specified in EN ISO/IEC 17000 series standards.

TASHA has limited its conformity assessment activities, requirements, assessment, review, review, decision and oversight (if any) to matters related to the scope of conformity assessment.

Branch of TÜV AUSTRIA Shanghai Co. Ltd. (TASHA)

Date, Signature

General Manager
Abdulaziz Alzimami
25.07.2023

A handwritten signature in blue ink, appearing to be 'A. Alzimami', written over a horizontal line.