

Branch of TÜV AUSTRIA Shanghai Co. Ltd. (TÜV AUSTRIA) top management is fully committed to ensuring that all conformity assessment activities—including inspection (EN ISO/IEC 17020), testing (EN ISO/IEC 17025), personnel certification (EN ISO/IEC 17024), product/service/process certification (EN ISO/IEC 17065), management system certification (EN ISO/IEC 17021), and verification/validation (EN ISO/IEC 17029)—are conducted impartially, independently, and in strict compliance with confidentiality requirements. A structure free from any commercial, financial, administrative, or other pressures that may affect impartiality is established and maintained.

TÜV AUSTRIA does not engage in any activity that could reduce confidence in its independence, competence, impartiality, decision-making, or integrity. There are no commercial relationships with clients outside the scope of conformity assessment, and no consultancy or internal audit services are provided under any name. TÜV AUSTRIA is not part of any legal entity that designs, manufactures, supplies, installs, purchases, owns, uses, or maintains the products, services, or processes subject to conformity assessment activities, and is independent of all related parties.

TÜV AUSTRIA systematically identifies, analyzes, evaluates, treats, monitors, and documents all risks to impartiality using the FM-RMHB-0100a Risk Control Matrix. The Impartiality Committee, which includes balanced representation of interested parties, reviews these risks and advises top management. Top management reviews all residual risks and takes appropriate action if any risk is deemed unacceptable.

TÜV AUSTRIA does not certify other certification bodies for their management systems. Certification activities are not marketed or offered in connection with any consultancy organization, and any misleading claims are actively corrected.

TÜV AUSTRIA and all personnel are not involved in any activity that may cause a conflict with their independence or judgment regarding conformity assessment activities. Personnel do not design, manufacture, supply, install, purchase, own, use, or maintain the products, services, or processes subject to conformity assessment. All conditions required for personnel to maintain technical and professional competence are provided, and remuneration is not linked to the outcome, number, or duration of conformity assessment activities.

All internal and external personnel sign a Confidentiality and Impartiality Declaration. Based on work experience, TÜV AUSTRIA undertakes not to assign personnel to conformity assessment activities for any organization if they have provided consultancy, training, or have close relatives with direct responsibility in the past two years. All personnel are required to immediately disclose any situation that may present a conflict of interest, and such disclosures are reviewed and managed as part of impartiality risk management.

Within the scope of EN ISO/IEC 17024, evaluators and decision makers will not participate in any examinations for two years for those who have participated in training previously given by the evaluators and decision makers. TÜV AUSTRIA does not offer training and examination services as a package.

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

TÜV AUSTRIA ensures that the confidentiality of all information obtained during conformity assessment procedures is protected in accordance with the Confidentiality Policy. Information, data, and documents belonging to clients cannot be disclosed to third parties or published without written permission, except as required by law or accreditation bodies. Information obtained from sources other than the client is also considered confidential.

TÜV AUSTRIA notifies clients in advance of any information to be shared with third parties. With the client's permission or as written in the contract, such information may be made public; otherwise, all other information is considered private and confidential.

Appeals, complaints, and disputes are resolved with TÜV AUSTRIA's responsibility and assurance, and to the satisfaction of its customers. TÜV AUSTRIA is responsible for collecting and verifying all information for the validation of complaints and objections, and for executing the entire process in accordance with this commitment.

TÜV AUSTRIA undertakes to make all policies and procedures defined in its management system available in an equal, fair, and non-discriminatory manner to all customers, 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 restriction, except as specified in the EN ISO/IEC 170XX series standards. All policies and procedures related to impartiality, independence, and confidentiality are documented, regularly reviewed, and made available to all relevant personnel and interested parties.

TÜV AUSTRIA limits its conformity assessment activities, requirements, assessment, review, decision, and oversight to matters related to the scope of conformity assessment.

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

Date, Signature

General Manager

A handwritten signature in blue ink, appearing to read 'A. Alzimami', enclosed within a blue oval.

23.09.2025

Abdulaziz Alzimami