

Impartiality Policy Statement

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TUV NORD (M) Sdn Bhd (TUV NORD Malaysia) publishes the following policy statement regarding the impartiality of TUV NORD Malaysia in compliance with ISO/IEC 17020:2012 and ISO/IEC 17021:2015 based on the Quality Management Manuals for certification, inspection and certification of persons.

TUV NORD Malaysia is a legally autonomous, independent and impartial company which performs certifications and inspections in accordance with national, international standards and regulations. In order to ensure strict neutrality and independence, the certification and inspection body does not provide consultancy services. The integrity and independence of the inspection body is also ensured by the fact that they are in no way involved in the development, production, installation, sale or maintenance of products.

TUV NORD Malaysia's certification and inspection decisions are based on objective proofs of conformity (or non-conformity); they are not influenced by other interests or other parties; they are independent of any kind of pressure of a commercial, financial or other nature. TUV NORD Malaysia does not allow commercial, financial or other pressures to compromise impartiality.

The basis for the appraisal, auditing, certification, inspection, monitoring and testing as laid down in the company statutes are the relevant regulations, laws and ordinances as well as national and international standards and internal company standards.

TUV NORD Malaysia understands the importance of impartiality in carrying out its certification activities, manages conflict of interest and ensures the objectivity of its certification activities.

Inspection and certification services are available to all customers and are applied without discrimination.

Signed:

Bill Kong
General Manager
TUV NORD (Malaysia) Sdn. Bhd.
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