

Policy for Ensuring and Maintaining Impartiality

Understanding the importance of impartiality in the conduct of conformity assessment work, the RusQuality-Halal Certification Body, represented by the Head of the Certification Body, establishes the following key mechanisms for ensuring and maintaining impartiality:

- making decisions when carrying out work to confirm product conformity, based solely on objective evidence (facts);
- avoiding conflicts of interest and guaranteeing the objectivity of one's actions when carrying out work to confirm compliance;
- requiring employees to report situations that may involve employees and/or the CB in a conflict of interest, and using this information to prevent threats and ensure impartiality in the performance of compliance assessment activities;
- the obligation to act as an independent product certification body, which is a third party for product manufacturers (suppliers) and their consumers, and to exclude from its activities the possibility of administrative, commercial, financial and other pressure that could affect the objectivity of conformity assessment work;
- avoiding bias when performing work to confirm compliance;
- the existence of an identified list of risks to impartiality and a readiness to take prompt action against any threats to ensure and maintain impartiality;

The impartiality of the RusQuality-Halal Certification Body (RusQuality-Halal) is reflected in the actual and perceived objectivity of each employee. This means that conflicts of interest between RusQuality-Halal Certification Body employees and the customer are either absent or resolved without negatively impacting the activities of the RusQuality-Halal Certification Body.

Lack of impartiality in the performance of conformity assessment work may lead to incorrect or erroneous results of conformity assessment work.

For the Certification Body "RusQuality-Halal" IMPARTIALITY is:

- objective, without indirect influence, performance of work to confirm compliance;

- independence of the CB as a whole, as well as individual employees, from any other organization or person influencing the activities and results of work on conformity assessment;
- acceptance of responsibility and obligations related to the implementation of actions to confirm compliance and decision-making during the conduct of work to confirm compliance.

All CB employees, when carrying out work to confirm compliance, are obliged to:

- be objective;
- avoid conflicts of interest;
- ensure independence while continually increasing the level of trust in the organization.

The certification body RusQuality-Halal recognizes the importance of impartiality and guarantees that the following principles will be fully implemented during compliance assessments:

- objectivity;
- independence;
- neutrality;
- ability to provide consistent quality of customer service;
- receptivity to facts and opinions;
- equal treatment of partners;
- open-mindedness;
- balance of interests;
- freedom from conflicts of interest;
- freedom from indirect influence;
- absence of bias.

The head of the RusQuality-Halal Certification Body requires strict adherence to all of the above principles from every employee. Every effort is made to eliminate any risks that could jeopardize impartiality.

The emergence of indirect threats to impartiality, in particular such as:

- personal gain;
- self-test;
- intercession;
- excessive familiarity;
- intimidation;
- rivalry.

Responsibility for maintaining impartiality lies entirely with the head of the RusQuality-Halal Certification Body.

In this regard, the following measures have been taken to eliminate commercial, financial or other pressure on employees of the certification bodies involved in conformity assessment:

- All employees receive a fixed salary, regardless of the number of customers and the volume of work;
- The CB establishes an 8-hour working day, independent of the customer's requirements to speed up the compliance confirmation procedure;
- the CB structure is built according to the hierarchy of positions, which reduces the risks associated with competition between employees;
- a healthy moral and psychological atmosphere is maintained in the CB, including through additional breaks established by management;
- Risks to impartiality associated with the possible emergence of relationships between CB employees and the customer are analyzed and managed.

Among the specific mechanisms for implementing the impartiality policy, it is worth highlighting:

1. Conducting regular (quarterly) training for the CB employees on the principles of impartiality, standards and requirements of ISO/IEC 17065-2012 as part of the internal audit.

2. Regular (annual) review of confidentiality and compliance with the impartiality policy by employees as part of the internal audit. Responsible person: Quality Manager.

3. Implementation and maintenance of a risk management system related to impartiality violations (annual analysis and updating of the risk list) as part of the management review. Responsible person: Head of the CB.

4. Establish an impartiality committee that will meet annually to review and discuss issues related to impartiality, conflicts of interest and potential threats.

Responsible person: Head of the CB.

5. Development and implementation of procedures for immediate response to threats to impartiality and ensuring transparency in the work of the CB (formation of a special group for the consideration of complaints and appeals).

Responsible person: Head of the CB.

6. Ensuring the independence of the financial and administrative activities of the certification body from organizations and individuals associated with product certification.

Responsible person: Head of the CB.

7. Regularly assess conflicts of interest between the CB employees and external parties, including manufacturers and suppliers of products, as part of the internal audit. Responsible person: Quality Manager.

8. Implementing and maintaining an effective internal communication system that allows for the timely exchange of information on situations that may give rise to a conflict of interest or a breach of impartiality.

Responsible person: Head of the CB.

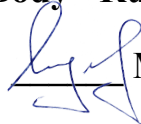
9. Conducting annual anonymous surveys among the CB employees to assess the level of awareness and compliance with the impartiality policy, as well as to identify possible problems and threats within the framework of internal audit.

Responsible person: Quality Manager.

The implementation of these impartiality mechanisms will maintain a high level of professionalism among the RusQuality-Halal Certification Body's staff, as well as guarantee objectivity and independence in the process of confirming product conformity.

Persons responsible for implementing the mechanisms are defined in job descriptions.

Head of the Certification Body "RusQuality-Halal"

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

Mukhametzyanov I.R.