

## Impartiality Policy

The top management of XDS ensures that the organization operates in a manner that upholds objectivity and impartiality when delivering certification services, without any form of discrimination.

XDS policies and procedures are designed to be non-discriminatory and administered in a fair manner. Within the constraints outlined in this document, XDS will offer its services to all applicants whose certification service applications align with XDS's criteria for the respective services.

Certification services may be limited without bias in cases where there is an unacceptable risk to XDS. Such risks encompass, but are not confined to, instances of fraudulent behavior, concealment of information, or the provision of false or misleading information during the application or assessment process.

All XDS personnel, contractors, and volunteers involved in the delivery of certification services:

- Shall act objectively and be free from any undue commercial, financial or other pressures that could compromise impartiality, and
- Are under a continual obligation to disclose any potential conflicts of interest.

XDS shall not offer or provide any service that impacts its impartiality. XDS does not provide consultancy or any other services that pose a risk to impartiality. XDS shall not suggest that certification would be simpler, easier, faster, or less expensive if any specified person, service(s) or consultancy organization was used.

Certification decisions shall be made by persons other than those who conducted the evaluation (as defined in ISO/IEC 17065).

XDS monitors the conformance to this Impartiality Policy through the administration of its management system, including its process for managing risks and the Impartiality Safeguarding Committee.

A handwritten signature in black ink, appearing to read 'Chantelle Rowe'.

**Chantelle Rowe**  
**Managing Director**

## Impartiality Commitment

To preserve the impartiality of the certification services, a committee to monitor the impartiality shall be set up and shall be committed to:

- Establish and maintain a process to identify and address conflicts of interest that could compromise impartiality.
- Clearly communicate the criteria and processes for XDS certification to all stakeholders, including applicants, clients, and the public.
- Document and justify decisions related to XDS certification, providing transparent and easily understandable information to stakeholders.
- Treat all applicants for XDS certification fairly and equally, without any discrimination or preferential treatment.
- Ensure that personnel involved in XDS certification activities are competent, have the necessary skills and knowledge, and operate with integrity.
- Maintain independence in the execution of XDS certification activities, avoiding any undue pressure or influence from external parties.
- Clearly communicate the confidentiality requirements to all personnel involved and take measures to prevent unauthorized disclosure of information.
- Regularly monitor and evaluate the effectiveness of measures in place to ensure impartiality.

A handwritten signature in black ink, appearing to read 'Chantelle Rowe', is positioned above the printed name.

**Chantelle Rowe**  
**Managing Director**