GCQ CERTIFICATIONS INDIA LLP

Impartiality Policy

Impartiality means "not favoring one side over another"

GCQ Certifications India LLP (GCQ) based on that definition, hereby confirms implementation and adherence to the following policies:

- It is the policy of GCQ to operate its Certification operations by ensuring the viability of the value of certification, accessibility of its services to all users of Certification and these shall be applied in a manner necessary to preserve the guiding principles of impartiality, competence, responsibility, openness, confidentiality and responsiveness..
- GCQ embarks on responsibility to inculcate confidence in the delivery of its Certification services to customers and parties that have an interest in Certification. This shall be achieved by upholding the principles of impartiality (including taking action against threats, i.e. from self-interest, self-review, familiarity, intimidation), competence, responsibility, openness, confidentiality and responsiveness to complaints.
- In the management of impartiality, GCQ recognizes the possibilities for conflicts of interests arising from relationships of those persons or organizations having an interface with GCQ. This includes staff, subcontractors and agents. GCQ undertakes to complete a thorough assessment of the risks and the residual risks to impartiality and to determine the action to be taken to eliminate or minimize those risks. The risk assessment process will be on-going and will be maintained over all operations, services of GCQ and associated Management Review process.
- GCQ Certifications is committed to provide and maintain a high quality, professional and impartial service as agreed for certifying clients' management systems which meets the requirements of all the relevant international, national and/or other standards and/or regulation normative documents and specifications as required by the accreditation authorities.
- The top management of GCQ has the ultimate authority and responsibility to ensure the effective operation of GCQ's management system by ensuring the appropriate resources are available and deployed.
- All personnel involved in the Certification operations are committed to understanding this policy, complying with the principles and documentation and maintaining continued competence.
- For Hygiene Rating Audit, GCQ and its personnel shall not engage in any activities that may conflict with independence of judgment and integrity in relation to audit activities. In particular, GCQ shall not be engaged in the design and establishment of FE, supply, purchase, installation, maintenance of equipment or services used in a FE and prohibited from any kind of consultation or offering training.
- As Hygiene Rating Audit Agency, GCQ shall not be related to any entity that is engaged in the design and establishment of a FE, supply, purchase, installation, maintenance of equipment or Services used in an FE including any kind of consultation or training.

It is understood by the top management of GCQ that it is required to evaluate its systems, procedures, and practices from time to time to ensure that impartiality in its certification is maintained. Parties with an interest in the certification services of GCQ are invited, by this policy, to submit any proposals, comments or relevant observations on the services of GCQ, such that these may be considered by GCQ as part of its evaluation process for continual improvement.

Vijayankutty Narayanan
Chief Operating Officer

Date: 10-01-2026