



Impartiality Policy

This policy is like a lifetime commitment for all the executives of DGCS. The main aim of the top management of DGCS is to protect the interests of workers, manage conflicts, protect from impartialities related Training, and inspections, leading to a highly professional and transparent work environment.

DGCS Top Management Policy Statement

The team members and top management of DGCS are on a mission to present a transparent working strategy end-to-end. They are highly committed to maintaining impartiality in different strata of training and other activities. As a result, the DGCS Management System will take care of all the unnecessary pressures and implement only impartiality. The activities will be related to training Programs, Inspection, Certification Activities, and other related activities to make the certified clients more confident. The authorities are against all types of pressures, whether financial, commercial or others, and ensure satisfaction to the different accreditation bodies like NABCB Rating Scheme and other interested parties.

The onsite inspection activities are subject to a valid report at the end of the process. The inspection is ideal in this scenario, and the basis for the opinion will be the non-conformity or conformity evidence. This evidence must be objective and not be subject to any kind of partiality. There will not be any commercial or financial pressures present.

In the case of the certification activities, the Management of DGCS will also undertake the investigation activities after considering the pieces of evidence for conformity or non-conformity. Of course, the decisions taken during the onsite audit must not be biased and subject to any undue pressures, whether commercial, financial or others, leading to compromising impartiality.

Another essential inspection system, in this case, is the Assessment Scheme. No individual interest must influence the onsite assessment. The decision must be taken after considering the relevant evidence for conformity or non-conformity, without any financial or commercial pressures.

A committee of DGCS will carry out the maintenance activities and review the impartial assessment at regular intervals. The decision-making, training, certification process, and assessment must ensure that confidentiality is maintained in case of the accreditation bodies, interested parties and client organizations. The commitment to impartiality is thus observed in various respects like Inspection, Certification process or Training activities.

Commitment Policy of DGCS

- DGCS will not certify the conduct of any Inspection, Training or Investigation in any of the related party concerns in which the director of DGCS will have any interests like being a director, shareholder or other business relationships.
- The parent entity or Wholly-owned Subsidiary of DGCS will not get the permission or certificate to conduct Training or Type-A Inspection.
- DGCS must not be influenced by any other activities and act independently without considering the parties' individual interests.
- The staff of DGCS must not indulge in any activity leading to compromising impartiality.
- DGCS has no authority to issue certificates to any other Certification Body for Quality Management.
- DGCS can never take part in any of the activities conducted by any entity related to the manufacturing, designing, maintenance, supply, purchase, and installation of various items.

The parties responsible for the inspections can be;-

1. Reporting to the higher management of DGCS, except the cases where such reports can influence any inspection.
 2. Contractual Commitments or any related means which can influence the decision of any inspection.
 3. Common Ownership, except for instances where the owners can influence the investigation process.
 4. Board appointees have Common Ownerships, except in cases where these persons can influence the decision of any inspection or investigation.
- Management System Consultancy must not be conducted by any legal entity related to DGCS or any part of DGCS.
 - If a client takes advantage of management systems consultancy from a related body of DGCS, it cannot take any part in any certification of activity of DGCS.
 - DGCS or any part thereof, including the legal entities, must not be involved in issuing any certificate or management system consultancy, training, Inspection, and other relevant activities.
 - Conflict of interests must not be there between the team members providing management system consultancy services. Furthermore, the personnel delivering managerial services should not form a part of any inspection, audit, or certification activity for any client. Even after the consultancy period ends, the DGCS will not have the power to be involved in any of the activities, as mentioned above, for 2 years.
 - The personnel of DGCS will not allow any pressures related to financial or commercial activities discouraging compromise of impartiality. It is applicable to any person providing certification activities or involved in any internal or external committee of DGCS.
 - In case of any impartiality noticed from anybody, organizations or individuals, the DGCS must take immediate actions to resolve the same, as necessary and appropriate. Threats should be mitigated in every possible way.



- DGCS has the power to summon information from any personnel, both external and internal, to prove their innocence concerning any matter connected with compromising impartiality or conflict of interests. The team members will try to figure out the threats from the information gathered in the process as valuable inputs and do not require any of such internal or external personnel in the employment of any crucial activity of the organization unless they demonstrate the action leading to conflict of interests.
- The Inspector, Trainers or Auditors of DGCS are not allowed to participate in any audit activity or certification programs of any entity in which they have any financial or commercial interest or to which they have given training or consultancy. It is applicable for 2 years, at least, before the organization has applied for any Inspection, or any other Certification from DGCS.

Commitment of DGCS Members towards Impartiality

Every staff of DGCS, including the Auditor, Inspector, committee members, Investigation officers, Certification Personnel, and other employees, must show their commitment to discouraging and non-allow ability of compromising impartiality by signing a confidential agreement.

Review and Monitoring of Impartiality Policy

The Review of Impartial Committee, Internal Audit processes, Management Review meeting, and other related review activities of DGCS must be subject to continuous monitoring and reviewing of the impartiality policies of the organization.

Identifying Risks, Analysis and Mitigation

Considering the Threat Analysis and other Conflicts of Interest, DGCS will carry out Risk Analysis and Potential Risk Identification relating to impartiality, per the instructions in the company's policy statement.

The internal Audit Committee and Top management will verify the Monitoring and Mitigation of Risk Program and conduct a meeting in this regard. They can take further suitable actions and decisions to minimize risks and strengthen the control mechanism in the organization.