

TÜV AUSTRIA will implement regulations that will imply or prevent the expectation of a successful or positive outcome for all conformity assessment activities it carries out.

TÜV AUSTRIA senior management ensures that all conformity assessment (inspection, testing, personnel, product, service, validation/verification, process and system certification) activities are carried out impartially, independently and in compliance with confidentiality issues, and that all kinds of commercial, financial, It is responsible for creating a structure free from administrative and other pressures. He does not engage in any activity that would diminish confidence in his independence, competence, impartiality, decision-making or integrity regarding his work .

The legal entity TÜV AUSTRIA and all real persons, legal entities and sectors to which conformity assessment services are provided, outside the scope of services provided, and consultancy, consultancy and internal audit services are not provided under any name. TÜV AUSTRIA is not a part of a legal entity that designs, produces, supplies, installs, purchases, owns, uses or maintains the products, services and processes that are the subject of conformity assessment activities, and is independent of the parties to the subject.

TÜV AUSTRIA ensures that the impartiality of its conformity assessment services is not jeopardized by the activities of itself or of separate legal entities with which the legal entity forming part of it is related. It undertakes to evaluate possible risks at regular intervals to ensure and enforce impartiality and independence . TÜV AUSTRIA will implement regulations that will imply or prevent the expectation of a successful or positive outcome for all conformity assessment activities it carries out.

TÜV AUSTRIA and all its personnel are not involved in any activities that may conflict with their independence and accuracy of judgment regarding the conformity assessment activities they carry out. TÜV AUSTRIA personnel are not in the position of designing, producing, supplying, installing, purchasing, owning, using or maintaining the products, services and processes that are subject to conformity assessment activities. TÜV AUSTRIA has provided all the necessary conditions for all personnel involved in conformity assessment activities to maintain technical and professional competence within the limits of professionalism and commensurate with the activity they perform . Wages of internal and external personnel are paid regardless of the results, number and duration of conformity assessment activities.

Declaration from all its internal and external personnel in order to protect impartiality, independence and confidentiality . Based on the work experience provided by its internal and external personnel, TÜV AUSTRIA undertakes that it will not assign the relevant organization to conformity assessment activities if it is determined that it has provided any consultancy, training services or worked personally in the past two years or that its first-degree relatives have direct responsibility. TÜV AUSTRIA undertakes that those who have previously attended the training of evaluators and decision makers within the scope of EN ISO/IEC 17024 will not be able to take any exams for two years. TÜV AUSTRIA cannot offer training and exam services to individuals as a package.

Any commercial relationships that may threaten impartiality and independence with existing stakeholders in the service sector are handled by the Impartiality Committee, which operates and makes decisions independently of senior management. TÜV AUSTRIA senior management undertakes to comply with the decisions coming from the relevant committee.

TÜV AUSTRIA has guaranteed with its "Privacy Policy" that the confidentiality of the information obtained during all conformity assessment processes will be protected. Conformity assessment services belong to all real and legal persons operating in the private sector and public sector; All information, data and documents obtained during the services provided cannot be given to third parties or published in public media for any purpose without the written permission of the right holder, except for the part requested by the authorized institution(s) and accreditation body(ies) for their activities. The confidentiality of information, data and documents belonging to real and legal persons to whom services are provided is under the responsibility of TÜV AUSTRIA senior management and this confidentiality is fully respected.

The information obtained during the conformity assessment process is kept by TÜV AUSTRIA as the customer's secret, unless otherwise provided by law. When requested by the legal authority, if notification is not prohibited by law, it notifies the customer about the information provided to the legal authority. Information obtained about the customer from sources other than the customer will be considered confidential.

TÜV AUSTRIA notifies the customer in advance of the information it will share with third parties. It makes this information publicly available with the customer's permission or as written in the contract, or, apart from this information agreed between TÜV AUSTRIA and the customer (such as for the purpose of responding to complaints), all other information is considered proprietary and confidential.

Objections, complaints and disputes are resolved with TÜV AUSTRIA responsibility and assurance and ensure the satisfaction of its customers. Through this commitment, TÜV AUSTRIA is responsible for collecting and verifying all information and carrying out the entire process for the validation of the complaint and objection.

TÜV AUSTRIA ensures that all policies and procedures defined in the management system and their management are accessible to all customers whose activities are included in TÜV AUSTRIA's management system, regardless of their scale, number of documents issued or groups or associations of which they are members, in an equal, fair and non-discriminatory manner. undertakes to present it in order. Access to relevant policies and procedures is provided without any restrictions other than those specified in the EN ISO/IEC 17000 series standards.

TÜV AUSTRIA limits the requirements, assessment, review, decision and (if any) supervision of conformity assessment activities to matters related to the scope of conformity assessment.

**TÜV AUSTRIA TURK Certification Training and Inspection Services Ltd. Ltd.**  
**in the name of**

....  
General manager

YANKI ÖZARX LTD. ŞTİ.  
03.04.2024  
