

# Impartiality Statement

The Management of M/S Merit Quality Certification Pvt Ltd is committed to impartiality of Management System Certification Activities and understands the importance of impartiality in carrying out Certification activities. MQC has formed an Impartiality Committee with members from NGOs, Client Organizations etc. MQC has also formulated a procedures for identifying threats to impartiality due to different relationships. We have developed a Complaint Management System to ensure that MQC handles complaints/Feed Back about clients in a positive and impartial manner. This system shall be applicable for our registered clients and shall benefit the management system of client organizations. On receipt of any complaint/feed back, MQC shall initiate necessary investigations on the issue and monitor corrective actions. All such cases, which may influence certification decisions shall be referred to Impartiality Committee for independent Certification decision.

Chief Executive