



Commitment to Impartiality

At Arabcal (Arabian Calibration Dev. Rep. Co. LLC), we are fully committed to safeguarding impartiality in every aspect of our work. The structure, policies, and procedures of our management system have been specifically developed to ensure that all calibration, testing, and inspection activities are conducted impartially, without influence from any external or internal factors.

1. Impartial Service Delivery

All calibration, testing, and inspection certificates issued by Arabcal are granted objectively, reflecting unbiased and transparent results. Our assessments are never influenced by commercial, financial, or personal interests. We continuously assess potential risks to impartiality and implement control measures to mitigate them. In line with ISO/IEC 17025 standards, our impartiality protocols are embedded within our operational framework to guarantee integrity.

2. Roles and Responsibilities of Personnel

Arabcal ensures that personnel involved in calibration, testing, and inspection receive only the information necessary to perform their technical duties. Employees are strictly prohibited from engaging in commercial, financial, or non-technical activities that could compromise impartiality. Ongoing training and awareness programs reinforce impartiality principles and align staff conduct with their job descriptions, industry standards, and applicable UAE regulations.

3. Conflict of Interest Management

We, at Arabcal, are committed to proactively identifying, documenting, and eliminating any potential conflicts of interest that may affect the impartiality of our services. Under no circumstances will the results of calibration, testing, and inspection activities be compromised by internal or external pressures. Any identified conflict of interest will be managed in accordance with established protocols, ensuring full transparency and accountability.

4. Impartiality Committee

Arabcal has established an impartiality committee that convenes regularly to review, assess, and address risks to impartiality. The committee operates independently and provides recommendations to senior management to uphold impartiality across all levels of the organization. Impartiality is a standing agenda item during management reviews to ensure continuous monitoring and prioritization.

5. Continuous Improvement

We recognize that impartiality is a continuous pursuit. Arabcal regularly reviews and updates this commitment, along with our management systems, to reflect evolving standards and stakeholder feedback. Employees, clients, and stakeholders are encouraged to report any impartiality concerns, which will be addressed promptly and transparently.

By signing this document, I, as the Director of **Arabcal**, affirm our unwavering commitment to impartiality in all calibration, testing, and inspection activities carried out by the company. We will continue to uphold these principles to ensure fairness, transparency, and trust with our clients and stakeholders.

Signed by:

Rafi Kallatra
Director, Arabcal
Date: 01 Jan 2025