



Impartiality Policy

Rev. 1.0

The Senior Management Team ensures that OPG provides conformity assessment services and makes certification decisions with complete impartiality.

In order to ensure this, the following activities are utilized:

- Conflicts of interest are identified and mitigate per the ***Conflict of Interest Policy***.
- Where impartiality cannot be assured, provision of services is declined.
- Regular evaluations of the company's ability to maintain its impartiality will be conducted and may utilize independent third parties in order to ensure objective results.
- Conformity assessment services will be offered to all eligible clients without discrimination of any form, unless a conflict of interest is identified which would prevent OPG from providing services.
- Perceived violations of impartiality may be reported by clients or any third party, including the public, by submitted feedback through the dedicated feedback and complaints link located on the OPG website (opgcerts.com) or by emailing CustSat@opgcerts.com.

