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<b>POLICY ON IMPARTIALITY</b>					
Original elaborado por Loreto Sepúlveda	Original revisado por Burak Özbilgi	Original aprobado por Marcelo Hidalgo	Modificación revisada por -	Modificación aprobada por: -	
Fecha elaboración Original 09/05/2024	Fecha revisión Original 09/05/2024	Fecha aprobación Original 09/05/2024	Fecha última modificación: -	Fecha última aprobación: -	

## POLICY ON IMPARTIALITY – CHILEHALAL SPA

### Impartiality Policy Statement

CHILEHALAL SPA is committed to upholding the highest standards of impartiality in all aspects of its operations. Impartiality is fundamental to the integrity and credibility of our certification process, and we recognize the importance of maintaining trust and confidence among all stakeholders.

### Principles of Impartiality:

**Independence:** CHILEHALAL SPA operates independently from any external influences that could affect impartial decision-making. We are free from any conflicts of interest that could compromise the objectivity of our certification process.

**Fairness:** We treat all applicants for certification equally and without discrimination, regardless of their size, location, or background. Decisions regarding certification are based solely on the fulfillment of our halal standards and criteria.

**Transparency:** CHILEHALAL SPA is transparent in its processes and procedures, providing clear and accessible information to all stakeholders regarding the certification process, requirements, and any changes that may occur.

**Confidentiality:** We maintain strict confidentiality regarding the information provided by applicants during the certification process. All information obtained is handled with the utmost discretion and used solely for the purpose of evaluating compliance with halal standards.

### Ensuring Impartiality:

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**Training and Education:** Our staff undergo regular training and education on the principles of impartiality to ensure understanding and adherence to our policy.

**Conflict of Interest Management:** CHILEHALAL SPA has implemented procedures to identify, assess, and manage any conflicts of interest that may arise among staff, auditors, or decision-makers involved in the certification process.

**Monitoring and Review:** We regularly monitor and review our certification processes to identify any potential biases or deviations from impartiality. Feedback from stakeholders is actively sought and considered to continuously improve our practices.

### **Compliance and Accountability:**

**Compliance with Standards:** CHILEHALAL SPA complies with relevant international standards and guidelines for impartiality, including but not limited to ISO/IEC 17065 which mentioned on its quality manual.

**Internal Audits:** Internal audits are conducted periodically to assess compliance with this impartiality policy and identify areas for improvement.

**External Oversight:** CHILEHALAL SPA welcomes external oversight and scrutiny to ensure compliance with impartiality principles. We cooperate with relevant regulatory bodies, accreditation bodies, and other stakeholders to demonstrate our commitment to impartiality.

### **Communication:**

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This Impartiality Policy is publicly available and communicated to all stakeholders, including clients, auditors, staff, and the general public. Questions, concerns, or feedback regarding impartiality are welcomed and will be addressed promptly.

### **Review and Revision:**

This policy is reviewed regularly to ensure its effectiveness and relevance. Any necessary revisions will be made in accordance with established procedures and communicated to all relevant stakeholders.