



### Impartiality/Confidentially Policy

- GPS LAB is committed to the principles of impartiality embodied and is committed to providing a confidential service to its users within the ISO 17025:2017 standard for competence of calibration/Testing laboratories and all laboratories staff declare these commitments in signed letters.
- GPS LAB retains authority and responsibility for decisions made in regard to its activities.
- GPS LAB is committed to not using its test reports in such a manner as to bring the lab into disrepute, and to not making any statements regarding its test reports which it considers misleading or unauthorized.
- GPS LAB Policies and procedures are non-discriminatory and are administered in a non-discriminatory way.
- GPS LAB makes its services accessible to all applicants.
- GPS LAB do not provide any calibration/Testing services consultancy which may affect the impartiality.
- All personnel either internal or external are required to declare that they are free from any undue commercial, financial or other pressures, which could affect their impartiality.
- GPS LAB do not allow for laboratories staff to deal with customer or supplier unless formal way.
- Contracted personnel are required to reveal any situation which may present a conflict of interest. Unless no conflict of interest can be demonstrated, personnel are not employed as assessors or join of another working the formal working times.
- GPS LAB does not hesitate to take violent measures with persons who are not discipline with Impartiality and confidentiality.
- GPS LAB pay incentives to workers in lab for their discipline and work.
- GPS LAB ensures that different people take decisions on Calibration/Testing (i.e. the Report Verifier) to those who carry out calibration/Testing.
- GPS LAB do not allow to use laboratories facilities in private usage.
- GPS LAB ensures that the activities of related bodies do not affect the confidentiality, objectivity and impartiality of its test report.

Record No.	Issue No.	Issue Date	Revision No.	Revision Date	Page
LQPF 4.01.05	01	16 May 2021	00	16 May 2021	1 of 2



### Impartiality/Confidentially Policy

- GPS LAB avoids any situation that would create a conflict of interest arising from the activities of any related body, especially if the related body might have a vested interest in the outcome of any calibration process.
- Lab Manager are responsible for signing the certificates as they are not involved in the calibration/Testing or decision making process.
- GPS LAB identifies and documents the risks for conflicts of interest arising from provision of calibration/Testing whether they arise from within or from the activities of related bodies.
- GPS LAB ensure that nothing is said or implied that would suggest that calibration/test report would be simpler, easier, faster if any specified personnel or organization providing consultancy were used.
- GPS LAB: assign a list of the employees / persons that shall enter the laboratories with temporary or continues attends with signed permission.
- All personal paper-based and electronic data must be stored in accordance with the Data Protection system and must be secured against unauthorized access, accidental disclosure, loss or destruction.
- All personal paper-based and electronic data must only be accessible to those individuals authorized to have access.
- All information relating to service users will be left in locked drawers. This includes notebooks, copies of correspondence and any other sources of information.
- GPS LAB responsible and committed to all information obtained and created during the performance of lab activity
- All information considers as proprietary information and GPS LAB will not share the information in place of public without pre agreement with the customer or the customer make it publicly available.
- GPS LAB with inform the customer with the released confidential information unless prohibited by law.
- GPS LAB will monitor this policy to ensure it meets statutory and legal requirements.

General Quality Manager

Mohamed Hamza



Lab Manager

Hossam Hussein

Record No.	Issue No.	Issue Date	Revision No.	Revision Date	Page
LQPF 4.01.05	01	16 May 2021	00	16 May 2021	2 of 2