



**STAR TEST CERTIFICATION**  
**IMPARTIALITY AND INDEPENDENCE POLICY OF THE**  
**CERTIFICATION MANAGEMENT**

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Page	1 / 1
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Star Test Certification is fully independent in the certification services it provides and in its reporting activities.

Within this scope, as the Star Test Certification Department, we declare and commit to

complying with national and international standards and legal regulations, as well as the laws, legislation, and obligations related to our scope of services; following innovations in product certification activities; updating information; and operating control methods.

providing services as promptly as possible, through qualified practices, in accordance with customer requests and legal requirements, by ensuring an environment that meets the requirements of the EN ISO/IEC 17065 standard.

continuously identifying risks that may affect impartiality.

evaluating all requests related to product certification services provided by our organization in an impartial manner; keeping the remuneration of certification personnel independent of the number of certifications performed or the results obtained from such certifications; granting no privileges to any individual, company, or institution; exerting no pressure on employees; not placing personnel under influence; providing services in accordance with service requirements within impartiality; preventing external pressures; and informing personnel in the event of any potential pressure.

exerting no pressure on the management and personnel of the Star Test Laboratory, which provides services accredited to the EN ISO/IEC 17025 standard; not placing personnel under influence; and conducting service interactions within impartiality and confidentiality as the Management of the Certification Department, in accordance with the requirements of EN ISO/IEC 17065.compensating customer damages arising from the fault of the Star Test Certification Department within the scope of Professional Liability Insurance.

following a policy in line with the principles of increased service quality, reliability, integrity, independence, impartiality, and confidentiality; protecting customer property; ensuring that all information, documents, and records belonging to customers, except for publicly available information, remain confidential; ensuring the security of all information, documents, and records; sharing such information with the accreditation body when requested; and, in cases where information sharing is required for legal reasons, acting in accordance with the conditions of the legal situation and informing the organization receiving the service.

being responsible for the decisions taken throughout the entire complaints handling process of the Certification Department.

maintaining the confidentiality of the source of information in the event that information regarding a customer is obtained from third parties.

providing the necessary resources to maintain and improve the EN ISO/IEC 17065 Certification Quality Management System and carrying out the necessary activities to ensure that all Certification personnel adopt, learn, and implement the Quality Policy and Objectives.

Chairman of the Board/General Manager

Emre OSMANOĞLU

21.03.2025