

---

## Quality and Impartiality Policy

Certification of products and systems is a confidence factor for clients demonstrating that an independent and competent third-party body has certified the compliance of their products and systems.

The Gambia Standards Bureau-Certification Body (TGSB-CB) activities are guided by procedures to ensure that risks related to conflict of interest arising from its activities are eliminated or minimized.

There is no conflict of interest with the other functions of TGSB, which may affect the impartiality of the certification activities. No function of TGSB-CB involves consultancy for the development of management systems, product or service design, implementing and maintaining management systems and/or those services and products that TGSB certifies.

Operation of the product certification scheme of TGSB-CB does not have any existing or potential conflict of interest with the operation of management system certification services provided by TGSB-CB. There is no undue pressure on product certification certificate holders (licensees) to adopt TGSB-CB management systems certification schemes.

TGSB personnel including its management and staff are free from any commercial, financial and other pressures for undertaking certification activities and other activities undertaken by them which might influence the results of the certification process.

As a third-party certification body, TGSB-CB is committed to providing quality service which is of value to its clients. In particular, we are committed to:

- maintaining our impartiality by not taking any decision that may tarnish our image as well as that of our certification services in general;
- being transparent and enhancing the availability and dissemination of information while maintaining the confidentiality of information exchanged at all stages of the certification process;
- providing the expertise necessary to ensure a service of high quality and credibility;
- handling complaints appropriately and without discrimination.

To maintain the impartiality of our services, we have set up an Impartiality Safeguarding Committee to ensure that there is impartiality, confidence and transparency in our certification activities; and to counter any tendency to impede the provision of objective and reliable certification services (current and future).