



Deira, Opposite City Centre, Al Etihad Building, Suite 205, PO Box 22621, Dubai,  
E-Mail: [denan@emirates.net.ae](mailto:denan@emirates.net.ae) [www.denansport.com](http://www.denansport.com), Tel.: +971 4 2945677, Fax: +971 2940557

## **Impartiality Policy**

Denan Sport Service is the legal entity responsible for personnel certification activities; reference to Denan Sport Service in this Policy and Public Statement refers to these legal entities.

Denan Sport Service its staff and sub-contractors fully understand the importance of impartiality in undertaking its Personnel certification activities. Denan Sport Service will therefore ensure that in all its dealings with Candidates or potential Candidates all employees or other personnel are and will remain impartial. To ensure that impartiality is both maintained and can be demonstrated the following principals have been established.

Denan Sport Service Certificates are only issued following a review by an independent authorised and competent member of the management team (who has not been involved in the examination) to ensure that no interest shall predominate

Denan Sport Service does not offer (and has never offered) training related to personnel certification or any other form of consultancy to candidate.

Denan Sport Service does not offer (and has never offered) an internal examination service to its certified persons.

Denan Sport Service does not own or have any interest (financial or otherwise) in any other candidate appearing in examination.

Denan Sport Service does not have any financial relationships with companies who offer consultancy or training or other services that can be construed as having an impact on the certification services provided by Denan Sport Service.

Individuals employed by or otherwise contracted to Denan Sport Service are required to document and record their current and past relationships with all companies. Any situation past or present, which may present a potential conflict of interest, is required by Denan Sport Service to be declared. Denan Sport Service will use the information to identify any threats to impartiality and will not use that individual in any capacity unless they can demonstrate that there is no conflict of interest.

Denan Sport Service will not allocate a member of staff or sub-contractor to a management system examination where any past relationship has existed. Exceptionally and at the discretion of the Executive Director an individual or sub-contractor may be allocated to a management system examination where a past relationship has existed but there has been no relationship for a minimum of 2 years.

Denan Sport Service does not and will not offer any commission, ('finders fees' or other inducements) to any individual or company in respect of referrals of Candidates unless:

The terms and conditions of any such referral are clearly established and can be demonstrated and it can also be demonstrated that the fee is for a referral and the fact that a commission has been paid will in no way affect the outcome of an examination.

A risk assessment (to establish the potential for an unacceptable threat to impartiality) has been carried-out on the process through which any such payment is made to an individual or organisation (normally a training institute) requesting the commission for referrals.

All such payments are documented, recorded, and traceable and accompanied by a purchase order and invoice.

Examiners and invigilators and others involved in the certification process are not and will not be put under any pressure and will not be influenced in any way to come to a particular conclusion regarding the result of an examination.



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Denan Sport Service's Impartiality Norms:

No outsourcing of Examinations.

No Referral Fees to be paid.

Facts based communication to Candidates.

Adherence to all Accreditation and other Denan Sport Service Policies.

Denan Sport Service shall not carry-out any other conflicting services other than its core business of Certification.

Denan Sport Service shall not employ any professional conflicting its ethical policies.

Denan Sport Service shall not allow any of its Examiners and invigilators to market the services and conduct the examinations for the same candidate.

Denan Sport Service shall not allow any of its Examiners to carry out financial transactions with Candidates.

Denan Sport Service shall not carry-out business with any training Institutes inducing pressures to compromise impartiality.

All employees of Denan Sport Service shall disclose any situation impairing the business ethics.

Denan Sport Service shall not allow any of the examiners to carry out examinations for the customer at least for 2 years from the date of relinquishment from their services for the candidate.

Denan Sport Service shall not allow any Examiners to compromise on the examination timing as required as per the accreditation and or Denan Sport Service norms.

Denan Sport Service shall maintain transparency with regard to all information.

No Examiners shall divulge any confidential information of the customer to any third party without written consent from the customer and approval by Executive Director

No Examiners and invigilators shall carry any customer information with them after the usage period. All customer information shall be returned after usage.

Utmost care and verification to be carried out for granting the right scope of certification.

Any unethical practice observed should be notified to the management at the earliest.

Denan Sport Service shall not allow any of its Examiners to accept any gifts from customer.

Denan Sport Service shall not allow any examiners to conduct examination for the organization where any of its family members and or close relatives are involved at a decision-making position.

The Management in consultation with Impartiality Committee shall take disciplinary actions for non-adhering to impartiality policies.

Public Statement

Denan Sport Service, its staff and others involved in the certification of persons fully understand the importance of impartiality in undertaking its personnel certification activities.

Denan Sport Service will therefore ensure that in its dealings with candidates or potential candidates, all employees or other personnel involved in Personnel certification activities are, and will remain, impartial.

To ensure that impartiality is both maintained and can be demonstrated, Denan Sport Service has identified and risk assessed all relationships, which may result in a conflict of interest or pose a threat to impartiality.

Approved By



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Marwan Mohamed Saad  
Executive Director