



ARABIAN CALIBRATION SOLUTIONS W.L.L

INDEPENDENT TESTING LABORATORY & CALIBRATION SERVICES
(ISO/IEC 17025 & ISO 45001 Accredited Laboratory)



TABLE OF CONTENTS

- ❖ **COMPANY PROFILE**
- ❖ **INTRODUCTION**
- ❖ **SCOPE OF SERVICES**
- ❖ **CALIBRATION SERVICES**
- ❖ **CHEMICAL ANALYSIS**
- ❖ **MICROBIOLOGICAL ANALYSIS**
- ❖ **ENVIRONMENTAL TESTING**
- ❖ **ACCREDITATION CERTIFICATES**
- ❖ **COMMERCIAL REGISTRATION CERTIFICATE**
- ❖ **VAT REGISTRATION CERTIFICATE**
- ❖ **ORGANIZATION CHART**
- ❖ **LABORATORY QUALITY POLICY**
- ❖ **LABORATORY QUALITY OBJECTIVES**
- ❖ **IMPARTIALITY POLICY**

INTRODUCTION

ARABIAN CALIBRATION SOLUTIONS W.L.L is an ISO/IEC 17025 & ISO 45001 Accredited Company in the KINGDOM OF BAHRAIN. We are engaged in offering calibration, certification and repair services for our clients with our vast industrial Non-destructive testing & calibration related experiences. Our Material Analysis Laboratory ensure high quality food and water testing services to all aspect's quality and safety. The quality and safety of raw, processed and final products of water and food have crucial role in human consumption.

ARABIAN CALIBRATION SOLUTIONS W.L. L (ACS) is a Division of ATISSCO SYSTEMS W.L.L (A GROUP OF ATISSCO) Engaged in supply full range of Industrial Non-Destructive Testing and PWHT equipment material in KSA, INDIA AND BAHRAIN. ATISSCO is one of the leading materials suppliers in our respected territories for Industrial X-ray films, (an authorized dealer of Career-stream Industrial X-ray Film Under EPM UAE) Pre-Weld Heat Treatment Equipment and Consumables (Authorized dealer for Globe Heat UK and Intertek India) and other several Reputed brands from across the world. ATISSCO was established in Mumbai September 2018 with a motive to avail the BEST services for our Customers through offering the highest quality, incorporating engineers and professional technicians who are highly experienced in complete Calibration, Testing and Certification, Overhauling, Repairs, Operation and Maintenance Services. Our skilled engineers and technicians have years of experience offering unmatched professional level services. We believe that, quality work should be done right the first time in an efficient and cost-effective manner.

CALIBRATION SERVICES

ARABIAN CALIBRATION SOLUTIONS W.L.L has established a well -equipped Calibration Workshop facility in the Kingdom of Bahrain and Kingdom of Saudi Arabia with a dedicated

team of skilled manpower to carry out the services for normal and specialized products/systems.

The master Test Equipment is having valid UKAS/NIST calibration certificates and other test equipment is having valid calibration certificates traceable to UKAS/NIST standards. Our facility will provide test, repair, overhauling and calibration services to our clients' facilities or our laboratory and workshop facility in the Kingdom of Bahrain and the Kingdom of Saudi Arabia.

ACS Calibration facility includes Pneumatic, Electronic, Mechanical, and Meteorology calibration services for various industries with professionals including multidiscipline qualified Engineers, Supervisors, Technicians and ground staffs. Our specialists are trained from various reputed manufactures in process instrumentation, control valves, Fire and Gas detection systems, process analyzers, Automation controls, Fluid and Gas flow controls, Linear Instruments and Meteorology etc.

The calibration team also offers on-site calibration services based on the requirements of the customers. This facility offers quality calibration and repair services for various types of process instruments and test equipment to the satisfaction of the customers.

- **ACCREDITED CALIBRATION OF PROCESS INSTRUMENTATION**
- **FIELD & IN HOUSE SYSTEM INTEGRATION SERVICES**
- **WIRELESS MONITORING SYSTEMS**
- **TURN AROUND SERVICES**

ARABIAN CALIBRATION SOLUTIONS W.L.L (ACS) provides complete Calibration, Overhauling, Repairs, Testing & Certification service for our customers .We undertake all brands in PWHT and

NDT like Cooperheat, Globeheat, Transmitter, Transducer and Indicator brands like Yokogawa-, Honeywell, Siemens, Endress+Hauser, ABB, Emerson etc. Gauge brands like Baumer , Wika USA, Televac, Weiss instruments etc. Valve brands like Valvitalia, Fisher(Emerson), Cameron, Rotork, JC valves etc. Valve positioners like fisher 6000, mesto, Rotork etc.

MATERIAL ANALYSIS LABORATORY

Material Analysis Laboratory gives prominence on chemical and microbial analysis related to different sources of food and water. The quality and safety of raw, processed and final products of water and food have crucial role in human consumption. We ensure high quality food and water testing services to all aspect's quality and safety. The changing current scenario the awareness of the quality of products we're using for consumption is necessary and we are providing high quality analysis for all of these categories The quality of water is essential to different activities and industries in our country. ACS Material Testing Laboratory ensures a full range of water analytical services to determine and maintain its quality. We are to provide testing of drinking water for physical and chemical parameters including an extensive list of metals and inorganic compounds

CHEMICAL LAB

WATER ANALYSIS

The quality of water is essential to different activities and industries in our country. ACS Material Testing Laboratory ensures a full range of water analytical services to determine and maintain its quality. We are to provide testing of drinking water for physical and chemical parameters including an extensive list of metals and inorganic compounds.

Scope of Water Sources,

- * Drinking water/Municipal water
- * Raw and Packaged Product water

- * Waste / Effluent water
- * STP water
- * Ground /Well water
- * Swimming Pool water
- * Dialysis water
- * Cooling Tower Water
- * Packaged ice

SOIL & AGGREGATE ANALYSIS

ACS Material Testing Laboratory conducts testing for construction materials such as aggregates and soil to determine the chemical properties and maintain its quality. We perform a multitude of testing to qualify project materials in accordance with specifications, standards and codes.

MICROBIOLOGY LAB

WATER ANALYSIS

Microbiological analysis is the most effective way to detect faecal contamination in water. Obtrusively, faeces of humans, animals, birds and livestock enters the water make it unfit for consumption. Microbiological Analysis of water is an important aspect of water testing. The presence pathogenic microorganism will severely affect the health of the peoples they consuming it. The important of analyzing the microbial flora before the consumption is very crucial for human health. Our laboratory have the facility of analyzing pathogenic and non-pathogenic micro-organisms in water.

FOOD ANALYSIS

Material Analysis Department gives prominence on microbial analysis related to different sources of food. The quality and safety of raw, processed and final products of food have

crucial role in human consumption. We ensure high quality food testing services to all aspect's quality and safety. The changing current scenario the awareness of the quality of products we were using for consumption is necessary and we are providing high quality analysis for all of these categories

Scope of Food Sources

- * Cooked and uncooked food
- * Food Raw materials
- * Ready to eat food products
- * Vegetables and Salads
- * Bakery products and Pastries
- * Raw meat, chicken, fish and their products
- * Food Industries sampling and analysis
- * Hotel industries sampling and analysis

SWAB ANALYSIS

Microbiological analysis of personal and environmental swabs has crucial role in the food safety and environmental hygiene. Responsible personnel, food contact tools and equipment play role in the contamination of food with bacteria, so our microbiology department play role in the contamination of food with bacteria, so our microbiology department provides following tests.

INDUSTRIAL VISIT AND SAMPLING

We understand the importance of a timely and effective visit and sampling to ensure the highest quality of work. We are confident that our experienced team can provide the best service possible and the sampling methods as per the standard guidelines.

SCOPE OF SERVICES

CALIBRATION

- ◆ Ultrasonic Testing Equipment
- ◆ Radiation survey meter
- ◆ Welding Machine
- ◆ PWHT Equipment
- ◆ Transmitters
- ◆ PAUT Equipment
- ◆ PID Controllers
- ◆ Dosimeter
- ◆ Electrical measuring instruments
- ◆ All type of meters
- ◆ Clamp meters
- ◆ Valves
- ◆ Pressure Transmitter
- ◆ Level Transmitter
- ◆ Eddy current Equipment
- ◆ Temperature Recorder
- ◆ Valve positioners
- ◆ PMI Machine
- ◆ Hardness testing equipment
- ◆ Auto programmers
- ◆ Transducers
- ◆ Indicators
- ◆ Coating Thickness Gauges
- ◆ Switches
- ◆ AC Yokes
- ◆ Transmitter
- ◆ Temperature Transmitter
- ◆ Flow Transmitter

- ◆ Pressure Indicator
- ◆ Temperature indicator
- ◆ Level Indicator
- ◆ Flow Indicator
- ◆ Pressure Gauges
- ◆ Temperature Gauges
- ◆ Level Gauges
- ◆ Solenoid Valve
- ◆ Pressure Recorder
- ◆ Temperature recorder

CHEMICAL WATER ANALYSIS

Sr. No.	PARAMETER	TEST METHOD	DEPARTMENT
CHEMICAL ANALYSIS WATER			
1	Electrical Conductivity @ 25°C, micromhos/cm	APHA 2510 B / ASTM D1125	CHEMICAL
2	pH value	APHA 4500 H / ASTM D1293	CHEMICAL
3	Temperature	APHA 2350	CHEMICAL
4	Taste (Organoleptic)	APHA 2160	CHEMICAL
5	Appearance	APHA 2110	CHEMICAL
6	Color (pt/co.-scale)	APHA 2220 B / ASTM D 1209	CHEMICAL
7	Residual Chlorine (Cl ₂)	APHA 4500 CL G/HACH 10059	CHEMICAL
8	Chloride (Cl)	APHA 4500 CL-G / ASTM D512	CHEMICAL
9	Sulphate (SO ₄) / ASTM D516	APHA 4500 C/HACH 8051	CHEMICAL
10	Total Alkalinity	APHA 2320 B	CHEMICAL
11	P – Alkalinity as CaCO ₃	APHA 2320 B	CHEMICAL
12	Bicarbonates	APHA 2320 B	CHEMICAL
13	Carbonate	APHA 2320 B	CHEMICAL
14	Total Hardness	APHA 2340 C	CHEMICAL

15	Nitrate (NO ₃)	APHA 4500 NO ₃ /HACH 8039	CHEMICAL
16	Silica (SiO ₂)	APHA 4500 C/HACH 8185	CHEMICAL
17	Phosphate (PO ₄)	APHA 4500 P -C/HACH 8114	CHEMICAL
18	Iron (Fe)	HACH 8147	CHEMICAL
19	Manganese (Mn)	HACH 8034	CHEMICAL
20	Copper (Cu)	HACH 8506	CHEMICAL
21	Zinc (Zn)	HACH 8009	CHEMICAL
22	Sodium (Na)	APHA 3500-Na B	CHEMICAL
23	Potassium (K)	APHA 3500-K B	CHEMICAL
24	Calcium (Ca)	APHA 3500 Ca-B	CHEMICAL
25	Magnesium (Mg)	APHA 3500 Mg-B	CHEMICAL
26	Total Dissolved Solids (TDS)	APHA 2540 B	CHEMICAL
27	Total Suspended Solids (TSS)	APHA 2540 D	CHEMICAL
28	Floating Particles	APHA 2530 B	CHEMICAL
29	Turbidity (NTU)	APHA 2130 B / ASTM D-1889	CHEMICAL
30	Nitrite (NO ₂)	HACH 8153	CHEMICAL
31	Chemical Oxygen Demand (COD)	APHA 5220 B/HACH 8000	CHEMICAL
32	Dissolved Oxygen (DO)	APHA 4500 D	CHEMICAL
33	Biological Oxygen Demand, 5 days (BOD ₅)	APHA 5210 B	CHEMICAL
34	Total Oil and Grease	APHA 5220 B	CHEMICAL
35	Total Kjeldhal Nitrogen (TKN)	HACH	CHEMICAL
36	Total Nitrogen	HACH 10071	CHEMICAL
37	Ammonia (NH ₃)	HACH 10031	CHEMICAL

CHEMICAL ANALYSIS - SOIL AND AGGREGATE

SOIL ANALYSIS			
1.	Electrical Conductivity @ 25°C, micromhos/cm	BS 1377-+3:2018A1:2021	CHEMICAL
2.	pH value		CHEMICAL

3.	Total Dissolved Solids (TDS)		CHEMICAL	
4.	Acid Soluble Sulphate (SO3)		CHEMICAL	
5.	Water Soluble Sulphate (SO4)		CHEMICAL	
6.	Acid Soluble Chloride (Cl)		CHEMICAL	
7.	Water Soluble Chloride (Cl)		CHEMICAL	
8.	Organic Matter		BS 1377--3:2018A1:2021	CHEMICAL
9.	Loss of Ignition (L.O.I)			CHEMICAL
10.	Carbonate Content (CO3)	CHEMICAL		
11.	Moisture/Water content	CHEMICAL		
AGGREGATE ANALYSIS				
74	Acid Soluble Sulphate (SO3)	BS EN 1744	CHEMICAL	
75	Water Soluble Sulphate (SO4)		CHEMICAL	
76	Acid Soluble Chloride (Cl)		CHEMICAL	
77	Water Soluble Chloride (Cl)		CHEMICAL	
78	Loss on Ignition (L.O.I)		CHEMICAL	
79	Organic Impurities	ASTM C40	CHEMICAL	
80	Moisture/Water content	ASTM C566	CHEMICAL	

MICROBIOLOGICAL ANALYSIS - FOOD

MICROBIOLOGY- FOOD			
1.	Aerobic plate count	USFDA BAM Chapter 3	MICRO
2.	Staphylococcus aureus	USFDA BAM Chapter 12	MICRO
3.	Salmonella, In 25g	USFDA BAM Chapter 5	MICRO
4.	E-coli	USFDA BAM Chapter 4	MICRO
5.	Vibrio parahaemolyticus	USFDA BAM Chapter 9	MICRO
6.	Bacillus Cereus	USFDA BAM Chapter 14	MICRO
7.	Total Coliform	USFDA BAM Chapter 4	MICRO

MICROBIOLOGICAL ANALYSIS - WATER

MICROBIOLOGY WATER			
1.	Heterotrophic plate count	APHA 9215 D	MICRO
2.	Pseudomonas Aeruginosa	APHA 9213 E	MICRO
3.	Legionella	APHA 9268	MICRO
4.	E.coli	APHA 9222 B& APHA 9222 H	MICRO
5.	Total Bacterial Count	APHA 9215	MICRO
6.	Intestinal Egg	APHA 10750	MICRO
7.	Fecal coliform	APHA 9222 E	MICRO
8.	Total Coliform	APHA 9222 B	MICRO
9.	Algae	APHA 10900 C	MICRO
10.	Salmonella	APHA 9274 B	MICRO
11.	Yeast and Mold	APHA 9610 D	MICRO
12.	Sulphate Reducing Bacteria	SRB- BART (HACH)	MICRO
13.	Iron Reducing Bacteria	IRB- BART (HACH)	MICRO
14.	Staphylococcus aureus	CCFRA2007 03.5.1	MICRO

MICROBIOLOGICAL ANALYSIS - SWAB

MICROBIOLOGY SWAB			
1.	Heterotrophic plate count	CCFRA 1.1.1:2007	MICRO
2.	Total Coliform	CCFRA 1.1.1:2007	MICRO
3.	Staphylococcus aureus	CCFRA 3.5.1:2007	MICRO

ACCREDITATION CERTIFICATES

CERTIFICATE OF COMPLIANCE



UK CERTIFICATION AND ASSESSMENT LTD.

This is to certify that the

General Requirements for the Competence of Testing & Calibration Laboratories of

ARABIAN CALIBRATION SOLUTIONS W.L.L

at

ROAD 1, BLOCK 608, SHOP NO. T474, WADIYAN, SITRA, KINGDOM BAHRAIN

UKASCERT Certified that the Management system of the above organisation has been assessed and found to be in accordance with the requirements of the management system detailed below:

ISO/IEC 17025:2017

for the following scope:

PROVIDING COMPLETE CALIBRATION SERVICES FOR PRE/POST WELD HEAT TREATMENT EQUIPMENT, TEMPERATURE RECORDERS, AUTO/ MANUAL PROGRAMMERS, ALL TYPES OF INDUSTRIAL INSTRUMENTS, ULTRASONIC TESTING EQUIPMENT, PHASED ARRAY ULTRASONIC TESTING EQUIPMENT, SURVEY METERS, DOSIMETERS, EDDY CURRENT EQUIPMENT, HARDNESS TESTING EQUIPMENT, ALL TYPE OF YOKES, PMI MACHINES, COATING THICKNESS GAUGES, ALL TYPE OF ANALOG/DIGITAL TRANSMITTERS, TRANSDUCERS, SWITCHES, VALVES, GAUGES, POSITIONERS, INDICATORS, METERS AND MASTER EQUIPMENTS FOR ALL TYPE OF INDUSTRIAL EQUIPMENTS & CONTROLLERS

Validity of this Certificate can be verified at <http://www.ukascert.co.uk/verify.aspx>

Certificate Number: Q-156907042022

Issue Date: 07th April 2022

Valid Until: 06th April 2025

1st Surveillance on or before: 06th April 2023

2nd Surveillance on or before: 06th April 2024

UK CERTIFICATION AND ASSESSMENT LTD.

Michael

Auth. Signatory



UK Certification and Assessment Ltd

Regd. Off: 71-75 Shelton Street London Greater London WC2H 9JQ UNITED KINGDOM

Website: www.ukascert.co.uk, Mail: info@ukascert.co.uk Company No. 12660984

(In case of surveillance audit is not allowed to be conducted: this certificate shall be suspended/withdrawn).

This certificate is the property of UK Certification and Assessment Ltd and shall be returned immediately on request.

UKASCERT UKASCERT UKASCERT



CERTIFICATE

*This is to certify that the
Occupational Health & Safety Management System of*

ARABAIN CALIBRATION SOLUTIONS W.L.L
Building 474, Raod 1, Block 608, Sitra, Bahrain

has been assessed and found to conform to the requirements of

ISO 45001:2018

This Certificate is valid for the following scope:

**Performance Testing of Complete Machinery: Motors,
Computers, Electronic, Equipment etc.**

Certificate No.	:BQSR12589
Registration Date	:20/11/2021
Issue Date	:26/11/2021
Expiry Date	:19/11/2022
Recertification Date	:19/11/2024



Bharat
Director

BQSR QUALITY ASSURANCE PVT. LTD.

Key Location: 188 Broadway, Ste 210 Hicksville, New York NY 11801, USA
Operations Office: D 303, 104-108, Nisarg Plaza, Wakad, Pune - +11057. | Web: www.bqsrert.com
Accredited by IAS (0360 Saturn Street, Suite 100, Brea, California 92821 U.S.A.)



For verification and updated information concerning the present certificate, please visit www.bqsrert.com The Certificate is valid for period of 3 years subject to satisfactory annual surveillance audit. This Certificate is the property of BQSR Quality Assurance Pvt. Ltd. & shall be returned immediately when demanded.

COMMERCIAL REGISTRATION CERTIFICATE

KINGDOM OF BAHRAIN
Ministry of Industry,
Commerce and Tourism
شهادة قيد السجل التجاري
Commercial Registration Certificate

The Registration Directorate at the Ministry of Industry, Commerce and Tourism certifies that the merchant's below details have been registered in accordance with Decree law No. (27) for the year 2015 of the Commercial Registration.

تشهد إدارة التسجيل بوزارة الصناعة والتجارة والمياحة بأنه قد تم قيد التاجر المسجلة بياناته أدناه وذلك وفقاً للمرسوم بقانون رقم (27) لسنة 2015 بشأن السجل التجاري.

Due Date	04/09/2022	تاريخ الاستحقاق	Registration Date	04/09/2021	تاريخ القيد	Registration No.	129761 - 2	رقم القيد
Group Name	ATISSCO SYSTEMS W.L.L			أتيكو سستمس ذ.م.م			اسم المجموعة	
Commercial Name	ARABAIN CALIBRATION SOLUTIONS W.L.L			العربية لحلول المعايرة ذ.م.م			الاسم التجاري	
Registration Type	With Limited Liability Company			شركة ذات مسؤولية محدودة			نوع القيد	
CR Status	ACTIVE			نشطة			حالة القيد	
Commercial Address	P.O.BOX	Area المنطقة	Block مجمع	Road طريق	Building مبنى	Flat/Shop No.	شقة/محل	
	ص.ب	WADIYAN / واديان	608	1	474ت	0	العنوان التجاري	
Activities				الأنشطة				
Performance testing of complete machinery: motors, computers, electronic equipment etc.				اختبار الأداء للألات تامة الصنع				

* This CR does not permit its holder to practice investment activities on behalf of others. * هنا القيد لا يجيز لصاحبه بمزاولة نشاط استثمار أموال الغير.


 إدارة التسجيل
 Registration Directorate

Q.F. 409 Issue 0

Issued Date: 04/09/2021

Page 1 of 1

Please post this certificate at a visible place.

Tel: +973 80001700 - www.sjilat.bh - www.moic.gov.bh

يرجى تثبيت هذه الشهادة في مكان بارز داخل المحل.

VAT REGISTRATION CERTIFICATE



الهيئة الوطنية للإيرادات
National Bureau for Revenue

VAT Registration Certificate

شهادة تسجيل القيمة المضافة



Hereby, the National Bureau for Revenue certifies the VAT effective registration date for the VAT payer below as
01/02/2020

يقر الجهاز الوطني للإيرادات بأن الخاضع للقيمة المضافة أدناه مسجل في القيمة المضافة من تاريخ
٢٠٢٠/٠٢/٠١

VAT payer information:

معلومات الخاضع للقيمة المضافة:

CR number 129761-1 رقم السجل التجاري

VAT payer name ATISSCO SYSTEMS W.L.L اسم الخاضع للقيمة المضافة

VAT payer address Flat/Shop No. 23, Building 2026, Road/Street 847, WADIYAN, Block 608, Bahrain عنوان الشخص الخاضع للقيمة المضافة

Registration:

التسجيل:

VAT account number 220012384200002 رقم الحساب للقيمة المضافة

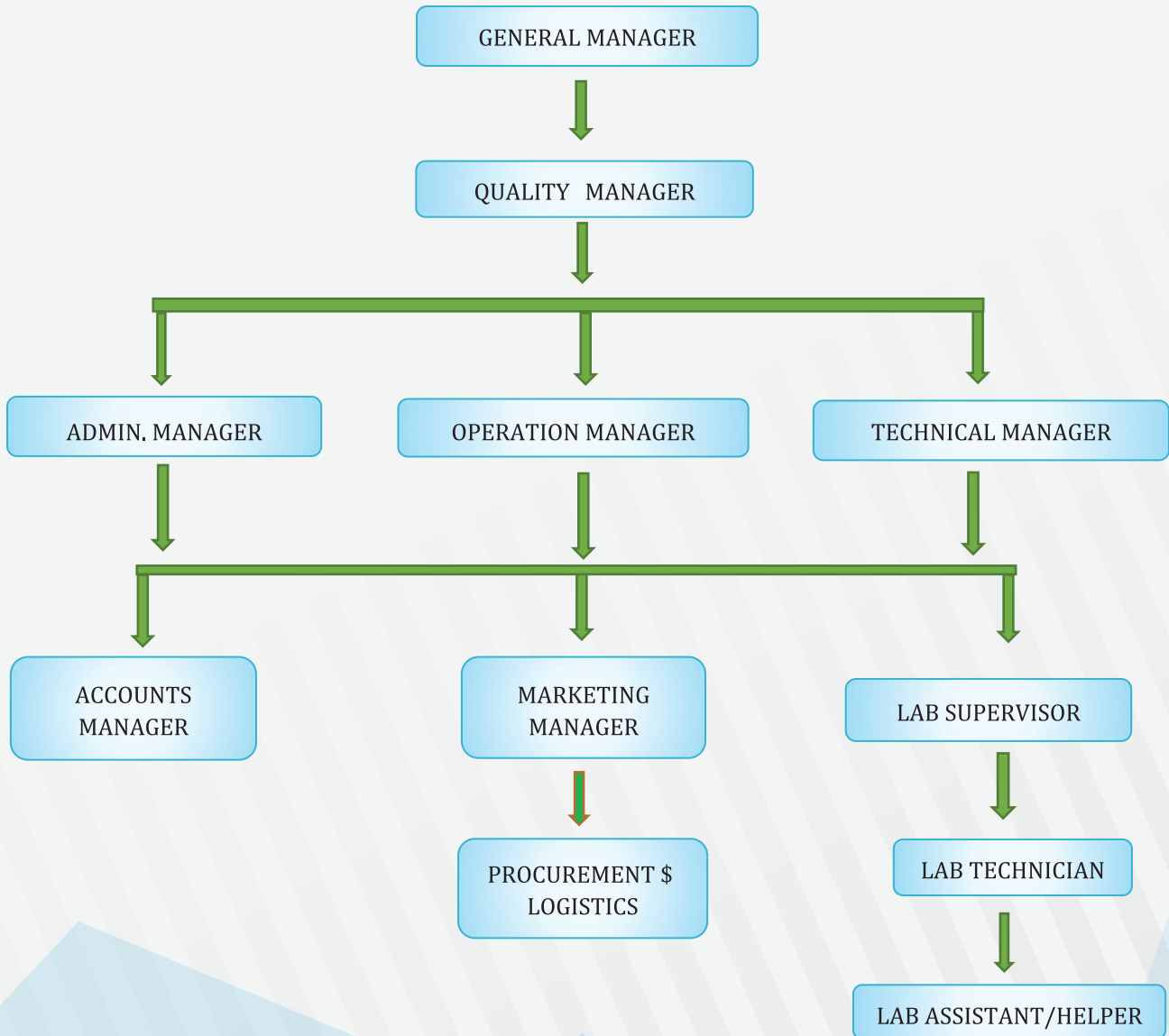
VAT registration date 16/01/2020 تاريخ التسجيل

This certificate is sent from an automated system and does not require a signature
هذه الشهادة مرسلة من النظام الآلي ولا تحتاج إلى توقيع

Please ensure that the details on this certificate are correct. You must inform the National Bureau for Revenue "NBR" of any change on the basis of which you obtained your VAT account number. NBR reserves the right to deregister you for VAT purposes based on the evidence of your non-compliance with registration or deregistration criteria.

يرجى التأكد من صحة تفاصيل هذه الشهادة. ويجب إبلاغ الجهاز الوطني للإيرادات بأي تغيير بشأن حصولك على رقم حساب القيمة المضافة. يحتفظ الجهاز بحق إلغاء تسجيلك لأغراض القيمة المضافة في حال ثبت عدم امتلاكك لمعايير التسجيل أو إلغاء التسجيل.

ORGANIZATION CHART



LABORATORY QUALITY POLICY

ARABAIN CALIBRATION SOLUTIONS W.L.L (ACS) is committed to continual improvement of processes and services to achieve the customer satisfaction and thus our policy is to:

- ❖ Arabian Calibration Solutions W.L.L (ACS) is committed to the continuous improvement of processes and products to achieve customer satisfaction
- ❖ We shall strive to achieve our aim through Systematic and Regular review of the Quality Policy and Objectives for continuing suitability and development needs.
- ❖ Personnel are committed to continuous Improvement through Education, Training, Communication, Leadership, Co-operation and full involvement of our Personnel.
- ❖ The Lab Management shall be committed to impartiality.
- ❖ The Lab shall identify risks to its impartiality on an ongoing basis.
- ❖ The lab shall ensure the personnel have the competence to perform the lab activities for which they are responsible and evaluate the significance of deviation.
- ❖ The Laboratory Management is committed to comply with requirements of Regulatory Authorities, ISO 17025:2017, and Customer's Requirements.
- ❖ It is ACS Laboratories goal to encourage active participation of all employees in quality planning and continuous improvement efforts to meet all quality, service and cost objectives.

Overall, it is the goal of ARABAIN CALIBRATION SOLUTIONS W.L.L (ACS) to encourage all the employees for their active participation in providing quality services to our customers.

Mr. AHMED A AL SHAIBAN
Group General Manager & Partner
ARABIAN CALIBRATION SOLUTIONS W.L.L (ACS)

LABORATORY QUALITY OBJECTIVES

- ❖ Customer Satisfaction Index (CSI): Minimum 75%.
- ❖ The Lab Management shall be committed to impartiality.
- ❖ The Lab shall identify risks to its impartiality on an ongoing basis.
- ❖ The lab shall ensure the personnel have the competence to perform the lab activities for which they are responsible and evaluate the significance of deviations.
- ❖ The laboratory shall conduct interlaboratory and intra laboratory comparison to evaluate its performance and tests.
- ❖ The lab shall also participate in proficiency testing.
- ❖ Marketing

At least five new clients annually.

IMPARTIALITY POLICY

- Laboratory activities are undertaken impartially and they are structured and managed, to safeguard impartiality. To ensure impartiality, the testing personnel and administration personnel are separate. Which ensures that impartiality related to work is carried-out by the laboratory. The Quality Manager ensures impartiality by the laboratory during the laboratory subcontractors and employees' relation with customers during execution of the work.
- ARABAIN CALIBRATION SOLUTIONS W.L.L (ACS) management is committed to impartiality and the quality policy is prepared and communicated to all. Code of Professional Conduct, Business & Personal Ethics has been acknowledged for maintaining impartiality of laboratory activities and is followed to maintain impartiality.
- ARABIAN CALIBRATION SOLUTIONS W.L.L (ACS) is an independent laboratory, dealing with the third-party testing. ACS is responsible for the impartiality of its activities and the personnel other than the testing personnel handle the matter related to commercial, financial or other pressures to compromise impartiality. Testing person is not in the direct contact with the customer. Administration personnel undertake receipt of sample, billing, payment collection, etc. activities. Employees are not given more work, which can create pressure on them to ensure no compromise in the testing activities.
- ARABAIN CALIBRATION SOLUTIONS W.L.L (ACS) has identified risks to its impartiality on an on-going basis from customer, employees and suppliers. This includes those risks that arise from its activities, or from its relationships, or from the relationships of its personnel. However, such relationships are not necessarily present at ACS with a risk to impartiality. Shared resources (all resources for the testing are owned by laboratory; as a policy, it is decided that the resource of customer will not be used in any case for undertaking the customer's testing job), finances (separate and dedicated finance is allotted for testing laboratory), contracts, marketing (including branding etc. not applicable). The other activities like, payment of a sales commission or other inducement for the referral of new customers etc. are not done as a part of policy. Impartiality policy, its requirements and its norms are communicated to all laboratory personnel. To all employees by providing training related to requirements of impartiality, to all sub-contractors / external service providers by signing the confidentiality and impartiality agreement.
- If a risk to impartiality is identified, ARABAIN CALIBRATION SOLUTIONS W.L.L (ACS) will take appropriate action to eliminate or minimize such risk by deploying separate personnel, by providing separate or dedicated resources etc. Quality Manager initiates the immediate actions to overcome and take action to maintain impartiality.