



TS IMPARTIALITY POLICY

Laboratory management are committed to ensuring impartiality of activities undertaken by the Lennox calibration services laboratory.

Impartiality in relation to the Lennox calibration services laboratory specifically refers to the fact that calibration certificates are only issued if there is objective evidence verifying that the equipment meets the agreed upon specification.

The decision to award calibration certificates is not influenced by commercial, financial or other interests/parties/pressures.

To achieve this, Laboratory management conduct risk assessments to identify risks to impartiality.

If identified actions are taken to eliminate or minimize the risk as per the Interested Parties, Risks and Opportunities management procedure.

Additionally, the organizational structure of the calibration services laboratory has been designed to avoid any potential or actual conflict of interest with Lennox Laboratory Supplies; The parent company of the calibration services laboratory.

A handwritten signature in black ink that reads 'Ken Bereton'.

Head of Technical Service and Operations
Date: 27 July 2022