

Integrity Policy

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Prepared by: Quality Manager

Approved by: General Manager

Green Roads Trading Establishment is a Type (A) inspection body operating in accordance with ISO/IEC 17020:2026 requirements. It specializes in inspection and metrological verification of fuel pumps at service stations, and its services include initial verification, periodic verification, and post-maintenance verification.

This policy aims to establish integrity as the foundation of the establishment's operations and ensure the independence of its judgment and the integrity of its decisions in all inspection activities. Inspection results are based solely on objective evidence, free from any commercial, financial, administrative, or personal influence.

This policy applies to the establishment as a legal entity, its senior management, all employees, contractors, inspectors, committee members, third-party service providers, and anyone acting on behalf of the establishment or who may influence its inspection activities.

Standard reference and applicable requirements:

- ISO/IEC 17020:2026 — Requirements for the work of inspection bodies.
- Regulatory requirements issued by the Saudi Standards, Metrology and Quality Organization (SASO) regarding the verification of fuel pumps.
- Saudi Standards and Applicable International Recommendations (OIML).
- ISO/IEC 17000:2020 — Conformity Assessment Terminology and General Principles.

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Principles of Integrity:

- Honesty in Reporting: Observations must be recorded accurately at the time of observation. Reports must not be altered, results deleted, or tests retested to arrive at an acceptable outcome.
- Objectivity: Acceptance and rejection decisions are based on tolerance limits and the established decision criteria, not on considerations of client relationship or transaction volume.
- Independence: The organization meets the requirements for a Type (A) inspection body as outlined in Appendix (A) of the standard. It does not engage in the design, manufacture, supply, installation, or maintenance of the fuel pumps it inspects, nor does it provide consultancy services related to them.
- Transparency: The commitment to impartiality and a description of the complaints and grievance procedures are published on the official website and are accessible to any party without request.
- Accountability: The organization is responsible for the impartiality of its activities, and each individual is accountable for what they sign. Organizational Obligations:
 - Publicly declare and maintain a commitment to impartiality, and not allow any commercial, financial, or administrative pressure—internal or external—to compromise it.
 - Continuously identify, analyze, eliminate, or mitigate risks to impartiality, document any remaining risks, and present their acceptance to senior management in writing.
 - The compensation system and any incentives paid to employees should not be linked to the number or results of inspections conducted.
 - No individual should participate in an inspection if they have a prior working relationship, kinship, or vested interest with the entity being inspected. This should be verified before assigning any work order.
 - Reassess the applicability of Type (A) criteria before implementing any change in ownership, organizational structure, or scope of activity.

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• Provide a channel for reporting any breach of integrity, protect the whistleblower from any discriminatory action, and handle the report confidentially.

Individual Obligations and Prohibitions: Sign a declaration of impartiality and the absence of conflict of interest upon entering into a contract. • Immediately disclose in writing any relationship or situation that could affect impartiality, either before commencing the assignment or as soon as it arises during it.

• Accepting, soliciting, or offering any gift, hospitality, or benefit from or to the entity being inspected is prohibited, in accordance with Gifts Policy GR-PR-07.

• Disclosing any information pertaining to the client or the results of the inspection to unauthorized individuals is prohibited, in accordance with Confidentiality Policy GR-PR-02.

• Using the title of Inspector or the organization's tools or labels outside of official inspection activities is prohibited.

• Immediately report any instance of pressure or attempted influence to the Technical Manager and suspend work, if necessary, until a decision is reached.

Violations and Penalties:

• Any breach of this policy will be recorded as a non-conformity and addressed according to Corrective Action Procedure GR-QR-013.

• The impact of the breach on previously issued inspection reports is assessed, and a written decision is made regarding their suspension, withdrawal, or notification to the client and regulatory authority.

• The individual's authorization for related activities is suspended pending the outcome of the investigation. A confirmed breach may result in disciplinary action, potentially leading to termination of the contractual relationship, without prejudice to statutory liability.

Review:

This policy is reviewed at least annually, whenever there is an update to the reference standard or regulatory requirements, whenever there is a change in ownership, structure, or scope of activity, and in the event of a recurrence of an integrity breach. The status of impartiality is presented at the Management Review Meeting as a mandatory input.

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