

Elaborazione e Verifica

RQ
Silvia Andreatta



Firma

Data

28	08	2018
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Approvazione ed Emissione

CEO
Luca Rossi



Firma

Data

28	08	2018
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The Management of CETOC TS S.r.l, in order to configure itself as an Inspection Body and consequently as Technical Service of Authority on national and European territory, has implemented a management system in compliance with the UNI EN ISO 17020: 2012 standard.

In pursuing its objectives, the General Management ensures:

- the application of the principles necessary to instill confidence in one's own activities such as impartiality, competence, responsibility, transparency, confidentiality and rapid and effective response to complaints at all levels of one's organization;
- the adoption of non-discriminatory policies and procedures, making their services accessible to all those who request them, regardless of their size or their belonging to particular associations or groups and also the number of test reports already issued;
- the use of facilities and personnel that operate without conditions or pressures of a commercial, financial or other nature that may influence decisions;
- the absence of conflict of interests, including those that may arise from one's own relationships, and of incompatibility and independence in the work of one's own structure and of the personnel used, requiring the same to report any situation that is at risk;
- the necessary authority and direct assumption of responsibility for decisions concerning the issue of test reports;
- the adequacy of resources according to the growth and expansion of the Company's activities;
- participation and / or updating of the Company regarding the activities of associations and work groups related to its sectors of interest;
- the implementation of appropriate communication processes within the Company, also regarding the effectiveness of the management system;
- access to the public on the Company's website with a description of the process of handling complaints and appeals;
- the independence of the remuneration of its personnel from the number of interventions carried out and from the outcome of the same.

The Company also undertakes to:

- not accept assignments or issue any inspection report in the event that a report constitutes an unacceptable threat to impartiality;
- do not advertise or offer their activities in connection with the activities of vehicle manufacturing companies;
- not supply or design any type of vehicle, device or system;
- take measures to respond to any threat to their impartiality resulting from the actions of other persons, Organisms or Organizations;
- use both internal and external personnel who work impartially and free from commercial, financial or other types of constraints or pressures that compromise their impartiality;
- to this end request its internal and external personnel to report any known situation that may constitute a conflict of interest for themselves or for the Company in order to use this information as input to identify potential threats to impartiality.
- make publicly accessible, or provide upon request, non-deceptive information about its inspection processes, the types of products and the geographical areas in which it operates.

As a Type A inspection body in compliance with Appendix A of the UNI CEI EN ISO / IEC 17020 standard, the General Management ensures that CETOC and its personnel:

- are not designers, builders, suppliers, installers, buyers, owners, users or maintenance personnel of the entities subject to inspection, nor authorized representatives of any of these parts;
- are not engaged in activities that could conflict with independence of judgment and professional integrity in relation to inspection activities and in particular not to be directly involved in the project, manufacture, supply, installation, in the use and maintenance of objects subject to inspection, or similar competing objects.