

In order to configure itself as a Certification Body, and consequently as a Technical Service on behalf of Authority on national and European territory, CETOC TS S.r.l. has implemented a Management System compliant with the UNI CEI EN ISO / IEC 17021 standard.

In pursuing its objectives, the Company Board ensures:

- The application of the principles necessary to instill confidence in its activities such as impartiality, competence, responsibility, transparency, confidentiality and the rapid and effective response to complaints at all levels of its 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 membership of particular associations or groups, without prejudice to the provisions of the UNI CEI EN ISO / IEC standard 17021;
- The use of structures and personnel who operate without any commercial, financial or other constraints or pressures that could influence their decisions;
- The absence of conflict of interest, including those that may arise from their relationships, and of incompatibility and independence in the work of their structure and of the staff used, requesting the same to report any situation that is at risk;
- The necessary management and direct assumption of responsibility for decisions relating to conformity assessment.
- The adequacy of resources according to the growth of the Company's activities.
- The participation and / or updating of the Company regarding the activities of associations and working groups inherent to its sectors of interest;
- The implementation of appropriate communication processes within the Company, also regarding the effectiveness of the management system;
- l'accesso al pubblico sul sito web della Società di una descrizione del processo di trattamento dei reclami e dei ricorsi;
- Public access on the Company's website ab a description of the complaints and appeals process;
- The independence of the remuneration of its staff from the number of interventions carried out and the outcome of the same ones.

The Company also undertakes to:

- Do not accept assignments or issue any certification in the event that a report constitutes an unacceptable threat to impartiality;
- Do not outsource auditing or conformity assessment decisions to a management systems consultancy organization, since this constitutes an unacceptable threat to impartiality;
- Do not certify the management system of a customer who has received consultancy services for the management system or for internal audits, if the relationship between the consultancy organization and CETOC TS constitutes an unacceptable threat to impartiality;
- Do not certify a management system, for which it has provided internal audit services, before two years from the conclusion of the audits themselves;
- Do not certify another certification body for its management system certification activities;
- Make publicly accessible, or provide upon request, non-misleading information about its certification processes and the geographical areas in which it operates;
- Manage relations with third parties for commercial purposes, in particular with consultants and / or consulting companies, through contractual agreements that ensure compliance with the principle of impartiality and in compliance with the applicable requirements;
- Do adopt measures to respond to any threat to one's impartiality deriving from the actions of other people, Organizations or Organizations;
- Do use both internal and external qualified personnel who operate impartially and free from commercial, financial or other constraints or pressures that compromise their impartiality;
- Do not make advertising or offer its activities in connection with the activities of companies that provide consultancy services on management systems;
- Do not offer or provide consultancy services relating to management systems or internal audit services to its certified customers;
- To this end, request its internal and external personnel to report any situation known to it 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.

To this end CETOC TS has:

- Appointed an impartiality committee to guarantee the Company policy.
- Draw and keeps updated a document for the analysis of the risks related to impartiality.
- predisposto un tariffario che non presenti discriminazioni nei confronti dei propri clienti.
- Draw a list price that does not discriminate against its customers.

Date 30/03/2021

CEO
Luca Rossi

