



Controllo e Certificazione

POLICY AND STATEMENT OF COMMITMENT TO SAFEGUARD IMPARTIALITY

CCPB acknowledges that a Certification Body (CB) and its staff should make sure that impartiality is implemented and perceived as an essential requirement; this also serves the purpose of ensuring that its certification is accepted with the necessary level of trust at both domestic and international level.

In order to achieve, maintain and enhance the said level of trust, the decisions taken by the CB should be based on objective evidence regarding conformity (or non conformity) obtained by the Organisation in question, and the relevant decisions should not be affected by any other stakeholder or parties involved.

In other words, the perception of impartiality is the basic element for the recognition of objectivity in the work done by CCPB which, to this end, is committed to managing conflicts of interest, as well as to guaranteeing objective inspection or certification activities and to behaving impartially, according to the following principles:

A) management of conflicts of interest on the part of the Certification Body, its staff, co-workers and committee members by:

- drafting and keeping constantly updated the document concerning risk analysis, threats to impartiality and any countermeasures adopted;
- preparing the appropriate paperwork as regards statements and commitments to confidentiality, independence and safeguarding impartiality;
- not rendering consultancy services and/or internal audit services;
- assigning to the Impartiality Safeguard Committee appropriate powers and tasks to supervise the Certification Body operation, including monitoring financial aspects, with specific reference to impartiality elements;

B) making sure that the work done by the Certification Body is objective through:

- the use of skilled and qualified inspectors and technical experts to carry out the work required by certification schemes, with a view to guaranteeing the necessary technical skills;
- the employment of skilled and qualified internal staff, with a view to guaranteeing the necessary technical skills for the management of certification schemes and granting certification;

C) guaranteeing impartial behaviour by:

- adopting a list of fees for certification services, including any criteria to formulate the economical offers, whose impartial application is subject to monitoring by the Impartiality Safeguard Committee;
- not limiting in any way the Operators which intend to gain access to certification services;
- ensuring appropriate and timely information as regards the certification process and status of all Operators, with a view to increasing confidence as regards the integrity and credibility of the certification itself;
- implementing confidentiality principles, in accordance with the applicable regulations;
- promptly responding to complaints, claims and appeals (including supervision by the Impartiality Safeguard Committee).

Moreover, CCPB is committed to avoiding that any other entities should advertise their own services as making it easier to obtain certification or being in any way related to the certification work done by CCPB; in any case it is also committed to acting promptly with a view to removing any situation of this kind.

(rev. 2015-10-20)#