



## COMMITMENT, POLICY AND PRINCIPLES FOR THE SAFEGUARD OF IMPARTIALITY

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Pag. 1 di 1

CCPB recognizes that for a Certification Body (OdC) and Inspection Body (Odl) and for its staff it is essential that compliance with the impartiality requirement is implemented and perceived as such, and this also to ensure that its activity is accepted with the necessary degree of trust at national and international level.

In order to achieve, maintain and enhance the said level of trust, the decisions taken should be based on objective evidence regarding conformity (or non conformity) obtained by the Body itself, 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 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 Body operation.

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

- the use of competent and qualified inspectors and technical experts to carry out the work required by certification schemes, with a view to guaranteeing the necessary technical skills;
- use of competent and qualified internal staff, in order to guarantee the necessary technical skills for the management of inspection and certification schemes, for the issue of inspection reports / certificates and for the decision of the certification;

C) guaranteeing impartial behaviour by:

- not limiting in any way the Organisations which intend to gain access to certification services;
- ensuring appropriate and timely information as regards the certification process and status of all Organisations, 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 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.

Drawn up by: Quality Assurance Manager	Verified by: General Manager	Approved and authorized for issue by: General Manager	
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