

The Certification body Certificarsi EOOD policy is based on the following principles:

- Impartiality
- Competence
- Responsibility
- Openness
- Professional secrecy
- Consideration of complaints and appeals
- A risk-based approach

Following these principles, the certification body has the following main objectives:

- The trust and confidence creation among all interested parties in the conformity assessment of management systems in accordance with the requirements of ISO/IEC 17021-1:2015;
- The strictly application of the certification requirements in an impartial manner that prevents any conflict of interest.
- The maximum transparency, responsibility and confidentiality in all its certification activities;
- *The provision of certification services to customers according the scope of its accreditation;*
- The provision of necessary resources to maintain its independence and stability in the execution of the activities.

To achieve the policy objectives, the certification body Certificarsi EOOD:

- Performs an impartial certification process in which there is no impartiality risk or, if it's present, it will take the appropriate measures for its elimination or reduction to acceptable level.
- Carries out all the stages of the conformity assessment to all certification candidates without any form of discrimination.
- Maintains and improves personnel qualifications and the personnel is aware and motivated to apply the rules of the implemented management system.
- Ensures transparency in the relationship with the client, to which it will be provided all the necessary information relating to the certification process.
- Ensures transparency in the relationship with interested parties by providing the necessary information in accordance with the rules of professional secrecy;
- Continuously updates the implemented management system;
- Give rights and benefits to the personnel to correct, develop and improve the management system;
- Exercises proper control of any reference to the given certification and of the use of certification marks.

The certification body Certificarsi EOOD has overall responsibility for all the activities of certification of management systems.

CEO of Certificarsi EOOD



Mr. Sergio Müller