

Certificato IWZ is committed to impartiality during the provision of management system certification services in an independent and impartial manner.

Certificato IWZ fulfills the requirements of ISO/ IEC 17021-1:2015 and ensures that impartiality is followed by all its personnel related with the certification activities from time to time.

Certificato IWZ has established processes to identify, analyze, evaluate, treat, monitor, and document risks related to conflict of interests arising from provision of certification including any conflicts arising from its relationships on an ongoing basis. In case of threats to impartiality, Certificato IWZ documents and demonstrates elimination or minimization of such threats. This demonstration covers all potential threats that are identified, whether they arise from within Certificato IWZ or from activities of other persons, bodies or organizations. Whenever a relationship poses an unacceptable threat to impartiality, then the certification will not be provided.

To ensure above Certificato IWZ has established a committee of interested parties.

To demonstrate effective Implementation of our Impartiality policy, we at Certificato IWZ will:

- not certify another certification body
- not state or imply that certification would be simpler, easier, faster or less expensive.
- take action to respond to any threats to its impartiality arising from the actions of other persons, bodies or organization.
- Certificato IWZ personnel, both external and internal, or committees, who could influence certification activities will not allow any commercial, financial or other pressures to compromise impartiality.
- Certificato IWZ requires revealing and recording of any situation of conflict of interest from its personnel for taking appropriate steps.

For a certification body to provide reliable assessment, being impartial is. It is recognized that the source of revenue for a certification body is its client paying for certification, and that this is a potential threat to impartiality. It is most important for Certificato IWZ to be trusted by our clients' customers or by market and society that our assessment and certification/registration is impartial and neutral. This is achieved by ensuring impartiality through constant monitoring of conflict of interests, structure to address those conflicts and organizing a committee for impartiality consisted by external members. These enable auditors to perform appropriately without conflict of interests.

In order to achieve, maintain and enhance the said level of trust, the decisions taken by the Certification Body 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.

The Impartiality Committee is appointed to ensure that the policies, practices and operations are in accordance with ISO/IEC 17021-1.

The perception of impartiality is the basic element for the recognition of objectivity in the work done by Certificato IWZ 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;
- 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, Certificato IWZ 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 Certificato IWZ; in any case it is also committed to acting promptly with a view to removing any situation of this kind.

Managing Director  
Giuseppe Izzo

A handwritten signature in black ink, appearing to be 'GIUSEPPE IZZO', written over a faint, large watermark of the IWZ logo.