

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

- Impartiality
- Competence
- Responsibility
- Openness
- Professional secrecy
- Consideration of objections and appeals
- An approach based on risk

**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 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 provvision 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 which 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;
- Performs control on the reference to the given certification and use of certification marks;

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

CEO

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Rev.0 - 20.07.2021

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