

Statement of Impartiality by Top Management

Certification is a matter of trust. At TÜV Saarland Certification GmbH, we understand the importance of impartiality for trustworthy certification. We offer our certification services on a non-discriminatory basis; they are open to all companies. The regulations and procedures that lead to certification are designed in such a way that they are fair, transparent and comprehensible for all applicants.

All persons of the certification body involved in the certification process are obliged to act objectively and impartially and to disclose possible threats to impartiality due to conflicts of interest, lack of objectivity, familiarity of persons involved or intimidation.

To ensure impartiality, the persons of the certification body are independent of financial and commercial influences in all activities and decisions in the certification process, as well as professional instruction from top management, other business units or affiliated companies.

The top management undertakes that:

- The certification of another certification body is neither offered nor carried out.
- no consulting services are offered or provided to customers, consulting services on management systems are not on the program of the certification body or parts of the same legal entity. Inappropriate connections or statements are expressly not communicated.
- Certified customers are not offered internal audits.
- if a customer has undergone internal audits, it cannot be certified before 2 years have elapsed.
- if consulting services on management systems have been provided to the applicant customer by a body that is connected to TÜV Saarland Certification, and this poses a significant threat to the impartiality of the certification body, he cannot be certified before the expiry of 2 years.
- No contracts can be concluded with consulting companies that include the assumption of tasks or services of the certification process.
- if personnel has provided advice on management systems at an applicant customer, the employee cannot be deployed before the expiry of 2 years.
- activities of legally separate legal entities with which the certification body or the legal person to which it belongs has a relationship, this must not affect the impartiality of the certification activities
- if the separate legal entity offers or manufactures the certified product gem. ISO 17065 (including products to be certified) or provides or provides advice, the persons belonging to the management of the certification body and the personnel involved in the assessment and decision-making process on certification are not involved in the activities of the separate legal entity. The staff of the separate legal entity must not be involved in the management of the certification body, nor in the assessment or certification decision.

- Within 2 years, the staff will not be used to evaluate a product or to make a certification decision regarding the product for which they have provided advice.
- they are not the developer, manufacturer, installer, distributor or maintainer of the certified product;
- they are not the developer, implementer, operator or maintainer of the certified process,
- they are not the developer, implementer, provider or maintainer of the certified service,
- where the certification program requires the evaluation of the customer's management system, no management system consulting or internal audits are offered or provided to the customers
- No consulting/services are carried out in the following areas:
 - Carrying out risk assessments,
 - Conducting occupational health and safety investigations and internal audits,
 - Communicating with regulators on behalf of the client,
 - Assisting in the development of an organization's occupational health and safety management system, and
 - Accident and incident investigation.

In order to identify potential risks of conflict of interest arising from the provision of the certification, from relationships with related entities and from the activities of other persons, bodies or organisations, a risk management system has been established. Risks to impartiality are continuously identified and assessed. In order to respond to hazards, the certification body takes appropriate measures.

Our steering committee includes parties interested in certification. The top management regularly provides the steering committee with insight into risk analyses and how we handle complaints and appeals, so that the committee can form an opinion on the potential hazard and effectiveness of measures to maintain the impartiality and independence of certification decisions.

The top management is committed to dealing openly with complaints and objections. An appropriate investigation to clarify and deal appropriately with justified complaints and objections is part of our company's business policy.

TÜV Saarland Certification GmbH
Management



As of 2019-08