



SYSTEMA CERTIFICARI SRL  
Tîrgu Mureş

## IMPARTIALITY AND INDEPENDENCE POLICY

CODE: P-02-SCS

APPROVED  
General Manager  
AIFTIMIEI CLAUDIU

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Revised: 5/20.06.2023


DRAFTED  
Quality Manager  
VLAS CRISTINA

VERIFIED  
Certification Manager  
SZOVERFI BOTOND

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### Revisions and approvals index

No.	Date	Ed./ Rev	Brief description of the modification	Last Name, first name, signature		
				Drafted Quality Manager	Certification Manager	Approved General Manager
1.	05.03.2018	1/0	Drafting in Ed.1 / Rev.0	FĂRCAŞ RĂZVAN	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU
2.	12.03.2019	1/1	Drafting in Ed.1 / Rev.1	FĂRCAŞ RĂZVAN	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU
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6.	20.06.2023	1/5	Drafting in Ed.1 / Rev.5	VLAS CRISTINA	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU

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## 1. PURPOSE

Getting stakeholders' confidence that the audit and certification services of *SYSTEMA CERTIFICARI SRL* is carried out on the basis of impartiality and full independence of all the structures and persons involved in these activities and is provided by the Impartiality Assurance Committee in accordance with R-SCS-01.

## 2. SCOPE

The provisions of this policy are applied at SYSTEMA in order to set in place applied controls aiming to eliminate threats to the impartiality of audit and certification activities that could be generated by personal interests, self-evaluation, familiarity or intimidation.

## 3. REFERENCES

- ISO/IEC 17021-1:2015 – Conformity assessment. Requirements for auditing bodies and management systems certification bodies.

## 4. DEFINITIONS AND ABBREVIATIONS

The definitions of ISO 9000:2015 and ISO/ IEC 17011:2005 will be used.

SYSTEMA- Management Systems Certification Body *SYSTEMA CERTIFICARI SRL*


## 5. THE POLICY

5.1. SYSTEMA's policy as certification body is to be impartial and perceived as impartial by all certification stakeholders:

- SYSTEMA clients
- Public authorities
- Non-governmental organizations
- Civil society and consumers
- The clients of the certified clients

5.2. Underlying this policy, SYSTEMA sets the principles that provide confidence and is aware that to ensure impartiality all these principles must be applied correctly. The principles considered by SYSTEMA for this purpose are:

- Impartiality at all stages of client relationships;
- Staff competence;
- Governance as certification body;
- Transparency regarding the access to information;
- Insuring confidentiality;

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- The claims treatment procedure.

5.3. To ensure impartiality, SYSTEMA's policy is to base its decisions only on objective evidence of compliance with the required referential(s), without the decisions being influenced in any way.

5.4 SYSTEMA identifies and analyses the possibilities of conflict of interest arising from the provision of certification, including any conflicts arising from its relationships, whether arising from SYSTEMA or from the activities of other persons, bodies, or organizations:

- Personal interests, at individual or organisation level;
- Provision of consultancy or training for the certified bodies;
- Preconceived ideas regarding valued management systems;
- Intimidation attempts at individual or organisation level.
- Self-assessment -threats that occur when a person or body evaluates their own activity.

5.5 Minimizing the threat to impartiality due to personal interests at the individual level is done through awareness-rising in the ranks of the involved staff and accountability-building by assuming the code of professional deontology and declarations on involvement or non-involvement in activities that can influence impartiality, followed by checks on the validity of the affirmations.

5.6 Minimizing the threat of impartiality as a result of the interests as certification body is done through the impartiality assurance procedure, code: PO-SCS-04 to identify the risks to impartiality and the organizational structure of SYSTEMA which includes:

- Ethics and Appeal Commission;
- Censors Commission.

5.7. The policy of impartiality provides for it to be assured at 3 levels:


- Top management (strategies and policies);
- The audit team;
- Adoption of the certification decision.

5.8 In all three levels, are involved employees not submitted to any pressure and without any personal interest in certification.

5.9. The staff is monitored according to the monitoring policy.

5.10 The purpose of the procedure Ensuring Impartiality - Assessing Risks to Impartiality PO-SCS-04 is the following:

- To assess the risk on impartiality on decision. All decisions on certification activities will go through this procedure that identifies and ensures that potential threats to impartiality are eliminated;

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- To provide assistance for the development of the policy regarding impartiality of audit and certification activities;
- To counteract any SYSTEMA tendency to be influenced by commercial or other considerations that could affect the objectivity of the audit and certification process;
- To provide support for building up confidence in certification, including openness and public perception;
- To make an annual assessment of the impartiality of audits, certifications and certification decisions provided by SYSTEMA.

5.11 SYSTEMA's policy to ensure its impartiality and the credibility of its certifications is also supported by transparency in providing stakeholder access to appropriate information. Thus:


- It makes publicly available, free of charge, information documents on certification regulations;
- Accepts all certification requests that fall within the activity and the limits of jurisdiction declared, without regard to the requesting organization, membership of an association or group, the number of certifications already granted;
- Establishes identical auditing and certification fees for all applicants;
- Applies unique certification rates for each certification scheme;
- Processes requests in order of their registration;
- Provides public access to information about the certification process, including the audit;
- Provides public access to the certification status of any organization (granting, maintaining, extending, restricting, renewing, suspending, withdrawing, as appropriate).

5.12 In the designation of audit and certification personnel and in the course of activities, all existing and/or potential conflicts of interest are identified and analysed and the necessary measures taken to avoid them according to F-PO-SCS-04-1.

5.13 The work instruction IL-SCS-04 presents the confidentiality and potential conflicts of interest that may arise in the certification process and the means by which SYSTEMA management ensures their minimization and avoidance through preventive actions.

5.14 Executive management sanctions any proven case in which an organization has been financially favoured/ disfavoured, finalisation term, competence requirements, conditionality related to the use of a person's services or consultancy firm in the field.

5.15 In order to build confidence in the granted certifications and to ensure impartiality, the SYSTEMA policy is to use competent staff at all stages of the certification process. By processes management specific to the system adopted by SYSTEMA, this competence is evaluated/ monitored in order to ensure its existence and maintenance.

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5.16 Also, in order to gain and maintain trust in certification, SYSTEMA policy is to make it possible for stakeholders to access non-confidential information about the conclusions of specific audits (e.g. as a result of complaints).

5.17 SYSTEMA's policy is to keep confidential under IL-SCS-04 any kind of information that is the property of the customer and to disclose certain data to interested parties only with the customer's agreement.

20.06.2023

**General Manager**  
**Aiftimiei Claudiu**