

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

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.

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, IWZ documents and demonstrates elimination or minimization of such threats. This demonstration covers all potential threats that are identified, whether they arise from within 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 IWZ has established a committee of interested parties.

To demonstrate effective Implementation of our Impartiality policy, we at 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.
- 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.
- 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 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 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, 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 IWZ; in any case it is also committed to acting promptly with a view to removing any situation of this kind.

IWZ has decided to:

IWZ may carry out certification and internal auditing activities on systems that are/have been subject to consultancy services from another legal entity belonging to FDAEXPRESS Ltd, on which IWZ does not have organizational control, while ensuring that the threat to impartiality is managed through ad-hoc mechanisms and procedures for the exchange of information within the Group and with the Clients.

However, it cannot be excluded beforehand that some of these limitations may be removed in the future, following a careful evaluation of the associated risks to Impartiality and of the consequent identification of suitable mitigation measures relating to the risk itself.

Then, the entities belonging to the various Companies of FDAEXPRESS Ltd shall contact this Body to resolve issues that, presenting a risk of conflict of interest within the Group or even coming from outside elements, cannot be easily and promptly resolved on the basis of the reference standards or these Guidelines.

Company Director  
Giuseppe Izzo