

STATEMENT FOR THE CREDIBILITY OF CONFORMITY ASSESSMENT ACTIVITIES

Istituto Giordano believes that credibility is the primary objective of its certification, testing, calibration and inspection activities, in order to create confidence and meet the expectations of its stakeholders, in particular: its customers, the customers/users of the certified organisations/persons, the customers/users of the organisations/persons who use the reports/certificates of conformity assessment activities, governmental authorities, non-governmental organisations, consumers and society.

In order to achieve credibility in certification, inspection and laboratory activities and to gain the confidence of stakeholders, the Institute shall implement a quality management system that meets the requirements of internal standards, laws, regulations/procedures in accordance with the principles of impartiality, competence, accountability, transparency, confidentiality and prompt and effective response to complaints.

Istituto Giordano considers that these principles apply to all levels of its structure, including the Committees and the employees who work in any capacity on its behalf.

Istituto Giordano recognises the importance of impartiality and the absence of conflicts of interest at all levels and in all aspects and moments of the certification, inspection and laboratory activities carried out, from the definition of policies and guidelines to the development of the entire working process.

Specifically, Istituto Giordano SpA states:

- Not to offer or provide consultancy services to companies for the design and/or implementation of their management systems, nor for the design and/or implementation of production/process control systems, nor for the design/manufacturing/installation/maintenance/distribution of products/services/processes, nor for the drafting of related documents, nor to hold interests in companies providing such services; **however, this obligation is not applied to the design, construction and sale of instruments, systems and special test equipment intended to the execution of tests, trial and product control and never included in the list of machines referred to in Attached 4 of Directive 2006/42/CE. The company, in any case, undertakes not to certify instruments, systems and special test equipment that it designed, built and sold.**
- Not to carry out any activity that could give rise to a conflict of interest with the certification, inspection and laboratory activities;
- Not to offer or provide internal audit services to its certified customers;
- To ask their employees, internal or external, to report any situation known to them that could represent a conflict of interest for themselves or for Istituto Giordano as a Certification Body / Inspection Body / Laboratory;
- To use this information as input to identify threats to impartiality arising from the activities of such staff or the organisations that employ them, and not to use such staff, whether internal or external, unless the Institute can demonstrate that there is no conflict of interest.

With regard to possible relations with the companies of Gruppo Giordano Holding, Istituto Giordano Spa has undertaken to:

- Commitment to avoid direct influence on the operational activities of IG S.p.A.'s certification departments and laboratories;
- Not to place common customers (companies and individuals) (Group companies) in an advantageous position for the purposes of conformity assessment (certification, inspection, testing and calibration), nor to adopt any favourable behaviour;
- Not to adopt any favourable behaviour during the conformity assessment process;
- Not to advertise conformity assessment services in conjunction with consultancy/training services provided by group companies in such a way as to make it appear easier, simpler, quicker and less costly to obtain certification/conformity assessment services
- Not offer conformity assessment services in conjunction with any consulting and/or training services provided by group companies;
- Not to provide for commissions for the referral by group companies to Istituto Giordano SpA of possible customers interested in conformity assessment services;

With the aim of ensuring impartiality and managing potential conflicts of interest at all levels of its own structure and that of the Giordano Holding Group, Istituto Giordano implements a programme based on the analysis of impartiality risks, with the aim of eliminating or minimising the risks identified, in order to ensure that the highest standards of impartiality are applied, in accordance with the requirements and principles of good international practice and the procedures of its quality system.

Objective judgement in certification, inspection and laboratory activities and conflicts of interest are also the subject of staff training/awareness sessions and binding contractual agreements to ensure that all activities are carried out in an impartial and independent manner.