**DECLARATION FOR CREDIBILITY OF COMPLIANCES EVALUATION ACTIVITIES**

Istituto Giordano believes that the credibility is the primary aim of its activity of certification, test, calibration and inspection in order to give trust and correspond to the expectation of interested parts, in particular: its customers, customer/users of certified organizations/ people, customers/users of organizations/people that use reports/certifications of compliances evaluation activities, governmental authorities, non-governmental organizations, consumers and the society. For the obtaining of certification credibility, inspection and of laboratory activities and in order to give trust to interested part, Istituto Giordano realizes a management system of quality, which is in compliance with requirements defined by internal regulations, laws, rules/procedures in the respect of principles of impartiality, competence, responsibility, directness, discretion, speed and an effective answer to claims. Istituto Giordano believes that these principles are applicable to every level of its structure, included the Committee and the staff which operated for her in every kind of title. Istituto Giordano admits the importance of the impartiality and the absence of interest conflicts in every level, aspect and moment of certification, inspection and laboratory activities conducted, from the politics and addresses definition, through the development of the entire working process. In particular, Istituto Giordano SpA declares that:

* It won’t offer or give to other Companies any consultation services for the design and/or implementation of their Management System, any services for the design and/or implementation of Control Systems of Production/Process, any services for the design/development/realization/supplying/installation/maintenance of Products/Services/Processes; any services for documents editing and it will not take part to societies which offer these services;
* It won’t conduct any activities that could realize interest conflicts with activities of certification, inspection and laboratory;
* It won’t offer and give services of internal audit to its certified customers;
* It will request to its internal and external personnel, to signal every situation which can be for them and for Istituto Giordano (in quality of Body of certification/Inspection/Laboratory) an interests conflict;
* It will use these information as elements at the entrance in order to identify risks to the impartiality, which come from the activities of this personnel or from Organizations which use these elements, and it won’t use this personnel (internal and external) in any case, except when the Istituto can demonstrate that there aren’t any interests conflict.

With the reference of the possible relations with the society of Giordano Holding Group, Istituto Giordano Spa declares that:

* It will try to avoid directed influences on operative activities carried out by certification divisions and by IG S.p.A laboratories;
* It won’t put any common (group society) customers (companies and people) in an advantage position for the purposes of compliances evaluations (certifications, inspections, tests and calibration) and it won’t adopt any behavior as a favor;
* It won’t offer or promote services of compliances evaluation and services of consultation and/or development, which are eventually distributed as group society;
* It won’t predict any forest stands for the warning by the group society to Istituto Giordano SpA about eventual customers, interested to compliances evaluation services;

With the aim of impartiality and management of potential conflicts of interests to every level of its structure and the structure of Giordano Holding Group, Istituto Giordano uses a program based on the analysis of impartiality risks, for the purposes of delete or minimize the identified risks, in order to guarantee that the highest standards of impartiality are applied in agreement with requirements and principles fixed by the good international practice and in compliance with the procedure of its quality system. The impartiality of judgment in certification, inspection and laboratory activities and the interest conflict are also the object of training/sensitization of personnel and demanding contractual agreements, in order to ensure that activities are conducted impartially and independently.

**The CdA of Istituto Giordano S.p.A**