



**DECLARATION
OF THE TOP MANAGEMENT
AT MANAGEMENT SYSTEMS CERTIFICATION BODY
FOR IMPARTIALITY**

WE DECLARE THAT:

1. Management Systems Certification Body (**MSCB**) at OTC understands the importance of impartiality in carrying out activities for the Management Systems Certification, therefore manage potential conflicts of interest and ensure the objectivity of the management systems certification activities.
MSCB shall not take any actions threatening the impartiality and/or presenting a potential conflict of interest;
2. Certification body and its staff shall perform Management Systems Certification services in accordance with the scope of its competence and accreditation. **MSCB** has established and implemented procedures in full compliance with the requirements of EN ISO / IEC 17021-1:2015;
3. **MSCB** identifies, analyzes and documents any potential conflicts of interest that arise from certification process including the established relationships. In case any relationships threaten the impartiality, **MSCB** documents and removes or minimizes such threats. This information is provided to the **Impartiality Committee** and it is applied to all identified potential sources of conflict of interest, regardless of whether they arise within the certification body or as a result of the activities of other persons, bodies or organizations;
4. **MSCB** shall not certify own affiliates (if any);
5. **MSCB** shall not certify another certification body' activities related to the Quality Management Systems, as well as, the certification shall not be conducted when a given relations create unacceptable threat to impartiality;
6. **MSCB** declares that shall not offer or provide Management Systems consultancy services;
7. **MSCB** shall not offer or perform internal audits to its certified clients, as well as shall not certify Management System, which has been carried out an internal audit within a minimum of two years after the end of the internal audit;
8. **MSCB** shall not assign processes and certification activities on subcontractors;
9. **MSCB** does not receive any financial support different from sales of its services;
10. **MSCB** shall not allow an activity creating conflict of interest, such as promoting or offering organization that provides Management System consultancy. **MSCB** shall undertake corrective action against any consulting organization which stating or implying that certification would be easier, simpler, faster or less expensive if **MSCB** were used as Certification Body. Also **MSCB** shall not state or imply that the certification process would be easier, simpler, faster or less expensive if a particular consulting organization were used. When eventually a potential threat to impartiality is appeared, **MSCB** defines and eliminates or minimizes. Such information is provided and reviewed by the **Impartiality Committee**;



ORGANIZATION FOR TECHNICAL CONFORMITY

11. **MSCB** declares that staff, including the management in the organization structure, which has been involved in the last two years in consultancy, shall not participate in audits or other Management System Certification activities for a particular client;

12. When **MSCB**' impartiality is threatened by the activities of other persons, bodies or organizations, the management take timely measures to eliminate the threat:

- *Pressure from other certification bodies:*

MSCB shall not allow other certification bodies to influence the certification process. (e.g.: if another certification body refuse service to a Customer and Client wants the same service, **MSCB** shall not allow pressure to be applied).

- *Pressure from clients:*

MSCB shall not allow pressure from Customers. If you experience such pressure be made - **MSCB** shall use ISO / IEC 17021-1 requirements and internal procedures to discontinue such practice.

- *Pressure from the staff:*

MSCB shall not allow pressure from employees and/or persons associated with the company. The staff remuneration of the Body, attracted auditors and experts and Committees' member, involved in the assessment activities and certification does not depend in any case from the outcome of the assessments and is in accordance with the approved Body' tariff.

- *Pressure from consultants:*

MSCB do not pay commissions to the consultants - therefore it is not possible the **MSCB** to be pressured by consultants.

MSCB shall take appropriate action against any danger threatening the independence and **MSCB**' impartiality.

13. The Head of **MSCB**, the entire staff and the Claims Committee members declare that they will act impartially and will not be subjected to any commercial, financial, administrative pressure and other similar effects that could affect their judgments and to compromise their impartiality;

14. **MSCB** requires all employees to follow the impartiality rules and all other procedures and applied requirements. All staff of the Certification Body (internal and external) ensure the protection of industrial, commercial and professional secrecy and have signed a Declaration of confidentiality and loyalty. Personnel, responsible for the evaluation and certification is independent of the interested parties that is not a developer, manufacturer, supplier, installer, purchaser, owner, user or person who supports the objects for evaluation, nor is authorized representative of any of these parties. The staff, engaged directly with the evaluation and certification during the audit signs a "Declaration of privacy protection of industrial and commercial secrecy";

15. The entire staff of **MSCB** declare that shall communicate any known situation and that could create a conflict of interest for the staff or the Body. **MSCB** shall not recruit staff (internal or external), which has received information about a threat to impartiality, unless it is proved that there is no conflict of interest.

All employees are obliged to work in accordance with the requirements of EN ISO / IEC 17021-1: 2015; EA BAS and the internal procedures of **MSCB**.

MSCB' Top Management is committed to full compliance with this Declaration.