

Impartiality is essential for all conformity assessment and certification activities. Commercial, financial, or any other pressures must never be allowed to compromise impartiality.

To safeguard impartiality, conflicts of interest must be identified and managed in a timely manner to ensure the objectivity of certification activities.

RIGCERT has developed and implemented a documented process to identify, analyze, evaluate, and address risks related to conflicts of interest that may arise from the provision of certification services or from RIGCERT's relationships with various organizations and bodies.

Feedback from interested parties is highly valued. RIGCERT invites all parties with an interest in certification to provide input on matters affecting impartiality, including openness and public perception. Interested parties may include our clients, representatives of trade organizations and associations, government authorities, public services, as well as NGOs such as consumer organizations.

The provision of management system consulting services is considered a significant threat to impartiality. For this reason, RIGCERT does not provide such services. Furthermore, RIGCERT does not conduct internal audits of management systems for its certified clients.

All personnel involved in audit and certification activities are required to disclose any situation or relationship known to them that may present a conflict of interest for themselves or for RIGCERT. In cases where impartiality could be affected, such personnel shall not engage in the related activities.

RIGCERT will take appropriate action to address any threats to impartiality arising from the conduct of individuals, organizations, or other bodies that could impact the integrity of our audit and certification activities.

**General manager
Marian Săndulache**

