

COMMITMENT TO IMPARTIALITY

DECLARATION

IQS S.r.l. WORLDWIDE INSPECTION COMPANY

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COMMITMENT TO IMPARTIALITY DECLARATION

With this declaration, the Sole Administrator, Salvatore Stomeo, communicates to employees, collaborators, suppliers, subcontractors and customers, his commitment and that of the entire IQS Srl to impartiality, as a fundamental requirement for an Inspection Body (hereinafter IQS Srl), in compliance with UNI CEI EN ISO IEC 17020 Type "A".

The objective is to achieve the full satisfaction of its customers and stakeholders in the requested inspection activities by providing inspection services in compliance with the following principles:

- Principle of impartiality, ensuring there are no conflicts of interest in carrying out inspection activities requested by clients of IQS Srl;
- Principle of competence of inspection personnel, ensuring that all personnel dedicated to inspection services are qualified and professionally updated at all levels;
- Principle of objectivity of conformity assessments conducted through inspections, referring to the applicable specific or general requirements and ensuring the independence, accuracy, and validity of the inspection reports issued.

The Sole Administrator of IQS Srl has defined and pursues the objective of operating in compliance with international, European, and Italian standards governing the activities of Type A Inspection Bodies, in order to guarantee the independence of the personnel involved from the elements subject to the assigned inspections and from any third parties connected to them, providing a service characterized by a level such as to be recognized as qualitatively valid and objectively reliable.

To this purpose, the Sole Administrator has specifically assigned the coordination and control of the third-party inspection service to the Technical Director of IQS Srl, who is responsible for approving and issuing inspection reports and accredited third-party inspection certificates.

The Technical Director and the Inspectors are in no way involved in the design, manufacturing, marketing, installation, or maintenance of the items being inspected.

The Sole Administrator undertakes to guarantee:

Impartiality

- Aligning IQS Srl decisions with objective evidence of compliance (or non-compliance) and eliminating potential influence from other interests and stakeholders;
- Working to identify and overcome threats to impartiality, with particular attention to potential conflicts of interest, with the aim of ensuring the independence and therefore objectivity of inspection processes;
- Monitoring its ability to promptly identify and effectively counter trends and behaviours that may jeopardize compliance and the proper conduct of inspection activities;

- Periodically monitoring and verifying impartiality in conducting inspections and issuing inspection reports and certificates;

Expertise

- Developing the ability to apply knowledge and skills among staff and collaborators through an appropriate qualification process and the periodic development of appropriate training and professional development programs;
- Assigning only competent and appropriately qualified personnel to inspections for the type of inspections to be performed;
- Assigning qualified personnel from IQS Srl to coordinate inspection services;
- Pursuing a policy of high specialization in their areas of expertise;
- Following updates to standards, laws, and regulations applicable to their processes;

Responsibility

- Ensuring compliance with the requirements governing inspection activities for Type A Inspection Bodies;
- Conducting inspections according to objective, regulated, and shared criteria;
- Issuing inspection reports with a positive outcome regarding compliance only when there is the necessary evidence of compliance with the applicable references for the elements being inspected;
- Obtaining and maintaining proper accreditation in the sectors within its jurisdiction;

Transparency

- Providing customers and any interested parties with the necessary information regarding inspection processes and the issuance of related inspection reports;
- Making public, upon request and only when authorized by customers, information regarding the status of inspections performed and inspection reports issued;
- Providing its accreditation body with all the information necessary to verify compliance with the standards and regulations applicable to Type A Inspection Bodies;

Confidentiality

- Signing specific commitments with organizations requesting inspection services not to disclose data and information related to inspection activities, unless otherwise agreed to in the regulations signed by the clients themselves;
- Committing its internal staff and inspectors to maintain strict confidentiality regarding information they learn during inspection activities and in support of these activities (from the commercial phase to the issuance of inspection reports and inspection certificates);

An effective response to complaints, appeals and disputes

- Promptly addressing, and initiating the analysis and management process, complaints received from customers and/or interested parties, in order to safeguard trust in inspection activities;
- Promptly managing appeals filed by any interested parties during inspections;
- Managing any disputes in accordance with the provisions communicated and defined in the IQS Srl Regulations;
- Periodically submitting the management of complaints and any appeals and disputes for review by Management.

San Donato Milanese, 15.01.2024



Amministratore Unico
Salvatore Stomeo

Firma