



SRAC POLICY ON ENSURING IMPARTIALITY

SRAC-P-01

Approved

at the meeting of the Governing Board on 01.07.2015

CHAIRMAN OF THE BOARD

Mihaela Cristea

Endorsed by the Advisory Board
at the meeting of
Signed on behalf of the Advisory
Board

PRESIDENT
Prof. Dr. Dobrin Cosmin

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	Name	Function	Date	Signature
Elaborated	Mihaela Cristea	Director General		

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1. POLICY RATIONALE

1.1. The SRAC operates on the fundamental principle that the certifications/verifications/inspections it carries out must provide confidence to all stakeholders, and one of the levers for gaining and maintaining this confidence is impartiality.

2. POLICY FORMULATION

2.1. The policy of the SRAC as a certification/verification/inspection body is to be impartial and perceived as impartial by all stakeholders:

- SRAC customers
- public authorities
- non-governmental organisations
- civil society and consumers
- customers of customers

2.2. At the basis of this policy, the SRAC places principles that enable the provision of trust and is aware that to ensure impartiality all these principles must be correctly applied. The principles considered by SRAC for this purpose are:

- impartiality at all stages of relations with the customer
- staff competence
- responsibility as a certification/verification/inspection body
- transparency on access to information
- ensuring confidentiality
- how to deal with complaints

2.3. To ensure impartiality, it is the policy of the SRAC to base its decisions only on objective evidence of compliance with the required benchmark(s), without decisions being influenced in any way.

2.4. SRAC's policy on ensuring impartiality is based on identifying and minimising the factors that may affect it:

- personal interests, at the level of the body or individual
- providing advice or training to the organisations they certify,
- professional relationships with owners of products subject to inspection such as: design, manufacture, supply, installation, purchaser, owner, user or supplier of

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maintenance for the inspected products or similar entities of the competitor nor representatives of any party

- preconceived ideas about the management systems evaluated
- attempts to intimidate, at the level of the body or individual

2.5. Minimising the danger of impartiality being affected by personal interests at individual level is done by making the staff involved aware of and responsible for the code of professional ethics and statements on involvement or non-involvement in activities that may influence impartiality, followed by checks on the validity of the statements.

2.6. Within the SRAC, a process has been established, implemented, maintained and continuously improved to identify, analyse, assess, treat, monitor and document risks that could affect the impartiality of the whole certification/verification/inspection activity. As part of this process consideration is given to identifying and consulting with appropriate stakeholders to advise on impartiality issues, including openness and public perception. Consultation with stakeholders should ensure that no single interest predominates.

2.7. Where there are threats to impartiality, how these threats are eliminated or reduced and any residual risk is documented.

2.8. Management at the highest level of the SRAC reviews any residual risk to determine if it is within the acceptable risk level.

2.9. The impartiality policy requires that impartiality is ensured at 3 levels:

- top management, (strategies and policies)
- evaluation team.
- certification/verification/inspection decision making.

2.10. In all 3 levels, staff are employed without any pressure and without any personal interest in the certification.

2.11. To eliminate the danger of self-assessment, the SRAC does not provide any advice or training and has a clear policy on ensuring impartiality on related bodies.

2.12. The impartial treatment of all clients is also ensured by the competence of the staff assessing / deciding, so that no preconceived ideas about the management systems being assessed are taken for granted.

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2.13. Minimising the danger to impartiality that may arise from intimidation attempts is done by using staff who are not subject to financial, administrative or other constraints that could affect their impartiality. The use by the RASC of competent staff and the application of the principle of transparency also minimises this type of risk.

2.14. To provide confidence in the certifications/verifications/inspections performed and to ensure impartiality, it is the policy of the SRAC to use competent personnel at all stages of the certification/verification/inspection process. Through processes specific to the management system adopted by SRAC, this competence is assessed / monitored to provide assurance of its existence and maintenance.

2.15. The SRAC policy on ensuring impartiality is also achieved by clearly establishing responsibilities.

2.16. The SRAC's policy for ensuring its impartiality and the credibility of the certifications granted is also underpinned by a transparent behaviour regarding stakeholder access to appropriate information.

2.17. Also, in order to gain and maintain confidence in certification/ verification/inspection it is SRAC policy to make it possible for stakeholders to have access to non-confidential information on the findings of specific assessments (e.g. following complaints).