

Quality and Impartiality Policy

NCS Estonia provides certification across management systems and product certification areas. NCS Estonia is responsible for all decisions relating to the granting, refusing, maintaining, extending, reducing, suspending and withdrawing of certification of our clients.

NCS Estonia is fully aware that impartiality is one of the fundamental principles that must be guaranteed by a conformity assessment body (i.e. a certification body).

The policy is to provide confidence in our certification decisions through maintaining principles. These principles relate to ensuring of: impartiality; competence; responsibility; openness; confidentiality, responsiveness to complaints and risk-based approach within the certification decision processes. We ensure that conflicts of interest are avoided, managed and objectivity of NCS Estonia activities are maintained.

For this reason, it is committed in particular to:

- ensure that procedures for accessing NCS Estonia conformity assessment services are fair and nondiscriminatory, and treated as such;
- continuously identify risks to the impartiality of NCS Estonia, arising from its activities, its relationships or relationship of its staff;
- analyze, evaluate, treat, monitor and document the identified risks and demonstrate how to eliminate or minimize such risks to the impartiality;
- provide internal and external staff the knowledge required to operate in accordance with impartiality and ask its staff to sign a commitment to promptly reveal any situation that may constitute a conflict of interest;
- do not allow commercial, financial or other pressures to compromise impartiality of NCS Estonia activities;
- ensure that separate legal entities, with whom it has relationships, do not compromise the impartiality of Our activities;
- do not provide the required conformity assessment services, if unacceptable threats arise;
- take action to respond to any threats to its impartiality arising from the actions of other persons, bodies or organizations;
- provide a mechanism to safeguard the impartiality of NCS Estonia, which ensures a balanced representation of the relevant interested parties, without the prevalence of individual interests.



NCS Estonia Ltd
Kerli Vislapuu
(Member of the Board)

Tallinn, June 13, 2019

