



The principle of impartiality is one of the core value of Swiss Certification Services SA, therefore the top management is fully committed to provide impartial assessment of each client in order to establish, maintain and enhance public confidence and trust to the following parties:

- Clients
- Customers of the organizations whose management systems are certified
- Governmental authorities
- Non-governmental organizations
- Consumers and other members of the public

Swiss Certification Services SA's top management is not allowing any commercial, financial or other pressures to compromise impartiality and will not offer or provide management system consultancy or offer or provide internal audits nor certify another certification body for its quality management system.

In addition, Swiss Certification Services SA will not outsource audits to a management system consultancy organization and will not market or offer services as linked with the activities of an organization that provides management system consultancy.

Statement implying that certification would be simpler, easier, faster or less expensive if a specified consultancy organization is used are prohibited and action to correct inappropriate links or statements by any consultancy organization stating or implying this will be taken.

In order to ensure impartiality of certification activities, Swiss Certification Services SA ensures that any member of the company are free of:

- Self-interest (e.g. Financial, Reputation, ... )
- Self-review (e.g. Own work, Former client as a consultant, ...)
- Familiarity (e.g. Relationship, Trust not based on objective evidence, ...)
- Intimidation (e.g. Pressure from clients or other parties, ...)

All employees, external and contractor linked to Swiss Certification Services SA performing auditing or certification activities are not entitled to perform any QMS consultancy or internal audit for any client parts of the company portfolio.

All employees, external and contractor linked to Swiss Certification Services SA performing auditing or certification activities must disclose if they performed any QMS consultancy, internal audit for clients parts of the company portfolio, involved in design, manufacture, construction, marketing, installation, servicing or supply of the medical device or an authorized representative of the client organization in the past 2 years and are required to reveal any situation known to them that can present them or company with a conflict of interests.

In summary, certification decisions are based exclusively on objective evidence of conformity / nonconformity, which are substantiated by documents.