



Italia

**Aggiungi valore.
Ispira fiducia.**

Declaration of impartiality

Impartiality, integrity and transparency in services are the foundations on which the trust of our customers is based. That's why TÜV Italia has designed and implemented its management system adopting operating methods covered by documented procedures to ensure the professionalism, impartiality and independence in carrying out its activities.

TÜV Italia performs a careful and detailed risk analysis for each stage of the process service delivery in order to avoid any possible conflict of interest and manage critical issues that may arise.

TÜV Italia ensures **no conflict of interest**

- Through the establishment and maintenance of the risk analysis document, carefully evaluating threats to impartiality in delivering services and actions to be taken to mitigate possible risks
- Through special declarations signed by its staff
- Not carrying out consulting activities or other activities that might conflict with the services provided
- Ensuring control of its business by the Committee for the Safeguarding of Impartiality and the Supervisory Board.

TÜV Italia ensures **objectivity and impartiality** in the delivery of its services:

- By a large number of qualified employees operating according to the applicable laws and the internal rules of the Body
- By the continuous monitoring of the activities carried out by its employees
- Reviewing the activities performed by its auditor / inspectors through independent personnel
- Through constant processes monitoring
- With a price list and a procedure for management of discounts, submitted to and approved by the Committee for the Safeguarding of Impartiality
- Financing activities for the provision of its services through a balanced portfolio of customers to ensure the absolute autonomy and total independence of judgment to guarantee all stakeholders .



Oliver Jacob
CEO TÜV Italia Srl