Quality and Impartiality Policy

INTERCERT is fully aware that impartiality, objectivity, and technical excellence are the cornerstones of independent third-party certification activities. Our mission is to provide the market, authorities, and all stakeholders with reliable assessments that instill continuous trust in the value of our certificates.

To achieve this, INTERCERT has developed and implemented a Management System in full compliance with international accreditation standards and applicable regulatory requirements. This Policy, endorsed by Top Management, outlines the core principles and strategic commitments that guide our organization. It ensures that every evaluation is conducted with the highest professional ethics, free from any undue influence, and oriented toward operational excellence and the protection of the public interest.

Top Management is committed to providing all necessary human and economic resources to ensure the continuity of our operations and the total independence of our certification activities.

1. Impartiality and Independence from Ownership

INTERCERT ensures that all certification activities are conducted with a total absence of conflicts of interest, guaranteeing that no commercial, financial, or other pressures compromise the integrity and objectivity of technical judgment. Safeguarding impartiality is entrusted to an Impartiality Committee (Governing Board), which includes a balanced representation of stakeholders to act as an independent external oversight body. Top Management is strictly committed to not offering consultancy services, either directly or indirectly, maintaining a clear legal and operational separation from any activity that could pose a threat to the objectivity of the certification process.

2. Technical Integrity and Decision-Making Process

INTERCERT is committed to ensuring that every certificate issued is the result of a rigorous evaluation process, based exclusively on objective, verifiable, and technically sound evidence. To safeguard this integrity, the function of technical review and certification decision-making is structurally separated from the assessment activities (audit), ensuring that the final review is conducted by competent personnel who were not involved in the evaluation of the client.

The decision to grant, maintain, or withdraw certification is based solely on the documented evidence of compliance with international standards and internal procedures. This independent technical review acts as a mandatory quality gate; if the review does not confirm full compliance, certification cannot be deliberated. In all cases, technical integrity and regulatory compliance prevail over any commercial, financial, or hierarchical considerations, providing the market with the highest level of certainty regarding the validity and authority of our marks of conformity.

3. Operational Efficiency and Progressive Digitalization

INTERCERT is committed to the continuous improvement of its operational efficiency by aiming for a "Quality by Design" approach. We strive to integrate regulatory requirements directly into our process design to ensure consistency and reduce the margin for human error.

Our strategy focuses on the progressive digitalization of workflows and the constant monitoring of our performance. INTERCERT recognizes that the evolution of digital tools is essential to guarantee transparent service, reliable response times, and a robust management system. We are dedicated to investing in the optimization of our current tools and the research of innovative solutions that enhance the fluidity of our operations, ensuring that our technical rigor is always supported by an increasingly reliable and efficient operational framework.

4. Risk Culture and Proactive Prevention

INTERCERT adopts a Risk-Based Thinking approach as a cornerstone of its management system, moving beyond traditional preventive actions toward a dynamic and anticipatory management of risks and opportunities. We systematically identify, analyze, and treat threats to impartiality, technical competence, and operational continuity before they can impact service quality or institutional reputation.

Risk assessment is a continuous and evolving process. The findings from these systematic analyses are directly integrated into our Process Redesign strategy, ensuring that operational flows are structurally improved to prevent the recurrence of errors. By maintaining this proactive stance, we ensure that every identified threat is either eliminated or mitigated to an acceptable level, thereby safeguarding the integrity of the market and the trust of all stakeholders.

5. Technical Merit, Continuous Training, and Harmonization of Expertise

INTERCERT recognizes that the talent and technical competence of its personnel are the fundamental pillars of its authority and market reputation. Our human resources management model is strictly merit-based: every auditor, inspector, and technical expert is selected exclusively on the basis of Technical Merit and proven sector-specific experience, following rigorous qualification criteria.

To ensure consistent service excellence, all personnel must successfully complete a structured Induction and Qualification Path, designed to ensure full alignment with INTERCERT'S technical rigor and operational models. Furthermore, in line with international best practices for maintaining and monitoring competence, we are committed to continuous professional development and the harmonization of technical judgment globally. Through regular "Experience Exchange" sessions, we facilitate a continuous dialogue between experts from different business lines and regions, ensuring that the value of our certifications remains uniform, reliable, and perfectly aligned with the latest international regulatory developments.

Bonn, June 26, 2026

Feridoon Sergizzarea (President & CEO of INTERCERT)