

# GENERAL POLICY OF CERTIMA

We, the Certima team, perform evaluation and certification of food quality and safety management systems. In our activity, we comply, with no exceptions of all requirements of:

- Scheme owners of the schemes we are accredited against;
- The respective accreditation standards;
- The applicable guidances of RvA<sup>1</sup>;
- The applicable guidances of IAF<sup>2</sup>.

In the framework set out by these requirements we apply in full extend the principles of running successful business activities.

We provide our customers with evaluation which helps them:

- to contribute to the improvement of a management system and its performance;
- to fulfil external requirements, e.g. certification to a management system standard;
- to verify conformity with contractual requirements;
- to obtain and maintain confidence in their capability as a supplier;
- to determine the effectiveness of their management system;

Our evaluation approach stimulates our customers to maintain and improve their market position.

The principles which help us to make the audit, provided by us, an effective and reliable tool in support of our customer's management policies and controls, by providing information on which they can act in order to improve its performance. These principles include:

## **Integrity**

Our staff and management:

- perform their work with honesty, diligence, and responsibility;
- observe and comply with any applicable legal requirements;
- demonstrate their competence while performing their work;
- perform their work in an impartial manner, i.e. remain fair and unbiased in all their dealings;
- be sensitive to any influences that may be exerted on their judgement while carrying out an audit.

## **Fair presentation**

Audit findings, audit conclusions and audit reports reflect truthfully and accurately the audit activities.

Significant obstacles encountered during the audit and unresolved diverging opinions between the audit team and the auditee will be reported.

The communication will be truthful, accurate, objective, timely, clear and complete.

## **Due professional care**

Auditors exercise due care in accordance with the importance of the task they perform and the confidence placed in them by the audit client and other interested parties.

An important factor in carrying out their work with due professional care is having the ability to make reasoned judgements in all audit situations.

## **Confidentiality**

Auditors and the rest of the staff exercise discretion in the use and protection of information acquired in the course of their duties. Audit information will not be used inappropriately for personal gain by the auditor or the audit client, or in a manner detrimental to the legitimate interests of the auditee. This concept includes the proper handling of sensitive or confidential information.

## **Independence**

Auditors will be independent of the activity being audited wherever practical and will in all cases act in a manner that is free from bias and conflict of interest.

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<sup>1</sup>Raad voor Accreditatie (Dutch Accreditation Council), [www.rva.nl](http://www.rva.nl)

<sup>2</sup> International Accreditation Forum, [www.iaf.nu](http://www.iaf.nu)

Auditors will maintain objectivity throughout the audit process to ensure that the audit findings and conclusions are based only on the audit evidence.

**Evidence-based approach:**

Audit evidence will be verifiable. It will in general be based on samples of the information available, since an audit is conducted during a finite period of time and with finite resources. An appropriate use of sampling will be applied, since this is closely related to the confidence that can be placed in the audit conclusions.

Signed

**Vladislava Zapryanova**, Managing Director