

### Company policy and principles for conformity assessment activities of SSA TIC

SSA TIC sees itself as a professional and trustworthy company and, as such, provides services and upholds the following principles:

#### **Impartiality**

SSA TIC has implemented processes to ensure that all activities are carried out with impartiality and independence. Decisions of SSA TIC are based on objective evidence obtained through the conformity assessment process and are not influenced by other interests or parties.

#### **Confidentiality**

SSA TIC has implemented processes to ensure that confidential information obtained or created during conformity assessment activities is safeguarded and not inappropriately disclosed.

#### **Competence**

SSA TIC ensures, that personnel have the necessary knowledge, skills, experience, training, supporting infrastructure and capacity to effectively perform conformity assessment activities.

#### **Openness**

Interested parties and customers of SSA TIC can obtain information about the conformity assessment processes upon request. Please send inquiries to [office@ssa-tic.com](mailto:office@ssa-tic.com).

#### **Responsiveness to complaints and appeals**

SSA TIC is open to complaints and appeals to all users of conformity assessment outcomes. Parties that have an interest in conformity assessment activities of SSA TIC have the opportunity to make complaints and appeals. These complaints and appeals are appropriately managed and resolved. Please send inquiries to [office@ssa-tic.com](mailto:office@ssa-tic.com).

#### **Responsibility**

SSA TIC is responsible for this and has implemented appropriate processes and measures to ensure that a validation/verification statement or any other conformity assessment decision is based upon sufficient and appropriate objective evidence.

## **Risk-based approach**

SSA TIC takes into account the risks associated with providing competent, consistent and impartial conformity assessment activities.

## **Evidence-based approach to decision making**

Evidence is verifiable. It is based on a sample of information. The appropriate use of samples is closely related to the confidence that can be placed in the conclusions of the conformity assessment activity.

Processes of SSA TIC deploy methods for reaching reliable and reproducible conformity assessment conclusions and are based on sufficient and appropriate objective evidence.

Conformity assessment statements or decisions are based on evidence collected through objective conformity assessment processes.

## **Documentation**

SSA TIC's conformity assessment processes are documented and establish the basis for conclusions and decisions regarding conformity of the claim or the management system with the specified requirements.

## **Fair presentation**

Fair presentation means that the conformity assessment activities, results, conclusions, and reports are truthfully and accurately represented and that significant obstacles encountered during the conformity assessment process are reported.

Conformity assessment activities, findings, conclusions and statements, including significant obstacles encountered during the process, as well as unresolved, diverging views between SSA TIC and the client are truthfully and accurately reflected.

## **Integrity**

SSA TIC demonstrates its integrity through fair conduct based on trust, honesty, careful and responsible work, compliance with laws, maintenance of confidentiality, and disclosure of information that is legally and professionally expected throughout the conformity assessment process.

## **Professional diligence**

All employees and persons acting on behalf of SSA TIC act with due care and to the best of one's knowledge and belief, depending on the risk associated with the task performed and the trust placed in them by customers and intended users, and having the competence necessary to perform the conformity assessment activity.

### **Professional judgment**

All employees and persons acting on behalf of SSA TIC are able to draw meaningful and correct conclusions, express opinions, and make interpretations based on observations, knowledge, experience, literature, and other sources of information, and to exercise professional skepticism <sup>\*1</sup>.

*\*1 Attitude based on recognition of the potential circumstances that could lead to material misstatements in a statement of environmental information.*

### **Conservatism in verification/validation activities**

If SSA TIC evaluates comparable alternatives, the cautiously moderate alternative is preferred.