

	QUALITY POLICIES		
	Prime Certification Services (PCS) Unipessoal Lda		
	Impartiality and Conflict of Interest Policies	Document ID: POL-01	Rev.: 0
		Date: 08/05/2025	Page: 1 of 3

PRIME reaffirms its commitment to **impartiality, independence, and integrity** in all its certification, inspection, and testing activities, ensuring that all decisions are based solely on objective evidence and are free from any undue influence.

Commitments:

1. Fully comply with all policies, procedures, and applicable requirements established by PRIME, as well as with the relevant accreditation and regulatory standards.
2. Uphold the highest standards of ethics, honesty, and integrity in all interactions with clients, stakeholders, and regulatory bodies, preventing any financial, commercial, or personal pressure that could compromise impartiality.
3. Not accept any benefits, favors, or advantages that could affect objectivity, nor misuse confidential information obtained during certification or inspection activities.
4. Ensure that all conclusions, results, and decisions are based exclusively on objective evidence of conformity, properly documented and free from external influence.
5. Refrain from offering consultancy, internal auditing, or any activities that could create a conflict of interest with the conformity assessment services provided by PRIME.
6. Ensure that any future branches, units, or partnerships uphold the same commitment to impartiality and independence as the PRIME organization.
7. Report, through PRIME's official communication channels, any identified situations or risks to impartiality — including commercial pressure, intimidation, bias, personal interest, or any other factor that may compromise neutrality.

Printed copies are not controlled. Make sure you use the latest version of the document and, if in doubt, consult the master list.

	QUALITY POLICIES		
	Prime Certification Services (PCS) Unipessoal Lda		
	Impartiality and Conflict of Interest Policies	Document ID: POL-01	Rev.: 0
		Date: 08/05/2025	Page: 2 of 3

8. Require all employees, auditors, inspectors, assessors, and other involved parties to formally declare any potential conflicts of interest, such as personal, professional, family, or financial relationships with clients or audited parties.
9. Ensure the confidentiality of all information, documents, technical data, and processes obtained during PRIME's activities, except when prior formal authorization is given by the client or disclosure is legally required.
10. Implement and maintain effective systems to identify, analyze, manage, reduce, and eliminate threats to impartiality.
11. Maintain strict confidentiality regarding information obtained during certification, inspection, and testing processes, protecting clients' and partners' intellectual property and data.
12. Refrain from advising, consulting, or suggesting technical solutions to clients on how to address nonconformities or obstacles to certification.
13. Not provide any products or services that could compromise the confidentiality, objectivity, or impartiality of PRIME's processes and decisions.
14. Maintain formal and accessible procedures for handling **complaints, appeals, and disputes**, ensuring fair, transparent, and timely responses to all parties involved.

Issue Date: August 05, 2025

Responsible Party: Fabio Rosa



Management of PRIME Certifications and Inspections

Printed copies are not controlled. Make sure you use the latest version of the document and, if in doubt, consult the master list.

	QUALITY POLICIES		
	Prime Certification Services (PCS) Unipessoal Lda		
	Impartiality and Conflict of Interest Policies	Document ID: POL-01	Rev.: 0
		Date: 08/05/2025	Page: 3 of 3

Current Edition

Document ID: POL-01	Title: Impartiality and Conflict of Interest Policies		
Revision: 0	Prepared by: G. Marques – Product Certification Manager	Date: 08/05/25	
Standard: ISO/IEC 17065:2012.	Reviewed by: G. Marques – Product Certification Manager	Date: 08/05/25	
	Approved by: Fabio Rosa– Director	Date: 08/05/25	

DOCUMENT HISTORY LOG

Revision	Date	Reviewed by	Description
0	08/05/25	Geise Marques	Initial release of impartiality and conflict of interest policies.

Printed copies are not controlled. Make sure you use the latest version of the document and, if in doubt, consult the master list.