



Mechanism for safeguarding impartiality.

As part of our commitment to ensure impartiality in our activities and also to satisfy requirement 5.2 of ISO 17.065, which requires Certification Bodies to implement a mechanism to safeguard impartiality, we make available to the public a voluntary registration system.

This mechanism may review the following information:

- Policies and principles relating to the impartiality of certification activities performed by DEKRA TC.
- Aspects that impede the impartial and consistent provision of certification activities.
- Aspects that may affect the impartiality and confidence of certification.
- Certified products.

And, at least, the following information shall be provided:

- Methodology of the certification body's operations (our specific procedure).
- Current report of the risk analysis for impartiality.
- Documentary structure of the management system.
- Audits.
- Management system reviews.
- Non-conformities, claims and appeals.
- Review of the records of certificates issued.

As a member of this Mechanism, you may request a meeting at least every 12 (twelve) months with a member of the DEKRA team to verify that our activities are free from pressures of any kind and if the General Management does not take into account the recommendations of this mechanism, its members may take independent action (e.g. inform authorities, accreditation bodies, interested parties). When taking appropriate action, confidentiality requirements concerning the client and DEKRA must be respected. Actions that could conflict with the Certification Body's operating procedures or other mandatory requirements shall not be taken. In such a case, DEKRA shall document the rationale behind the decision not to follow these actions and retain the document for review by appropriate personnel.

Do you want to be part of this Mechanism?

In order for an interested party to join this Mechanism, it must make a formal request through an email addressed to a Certification Manager, indicating name or company name, RUT, telephone contact number, nature of its activities and provide a reason to join this Mechanism. This request will be studied together with the Quality Manager and the Responsible of the Agency and the interested party will be informed if the request was accepted or not, having to sign a confidentiality agreement, according to DEKRA's internal format and may request, upon request and with a minimum periodicity of 12 (twelve) months, a meeting with a Certification Manager who will deliver the relevant information.

The date, time and means by which this meeting will be held, may be managed by the Certification Manager in order to gather the largest number of interested parties members of the mechanism. Regardless of the request, a Certification Manager shall coordinate an annual meeting with the members of this mechanism. Records shall be kept of each of the meetings held (notices, minutes, etc.), which shall be kept by the Quality Department.



**Thank you for taking
care of Safety!**



DEKRA
On the safe side.

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