

**TUV Rheinland of North America**  
Business Systems  
Management Systems Certification



August 1, 2011

TUV Rheinland of North America understands the importance of impartiality in carrying out management system certification activities. TUV Rheinland of North America manages conflict of interest and ensures the objectivity of management system certification activities.

We do this by establishing a process that ensures that certification decisions will be based solely on the objective evidence of conformity gathered during assessment activities. We remain impartial in all of our business dealings, and never conduct business in a manner that could jeopardize the integrity with which we operate.

TRNA identifies and manages any potential conflicts of interest so that its impartiality is not compromised. We conduct a risk analysis annually of all TRNA activities. The analysis is then reviewed by the impartiality committee of TRNA, which is an independent committee composed of members representing our key interests.

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Operations Manager

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