INRICHTING ERKEND BIJ TOEPASSING VAN DE BESLUITWET VAN 30 JANUARI 1947 / ETABLISSEMENT RECONNU PAR APPLICATION DE L'ARRÊTE-LOI DU 30 JANVIER 1947

Statement on Independence and Impartiality

CENTEXBEL places great importance on providing professional and customer-oriented services. This means that CENTEXBEL makes no compromises when it comes to ***quality, independence, and impartiality***. CENTEXBEL considers these three aspects to be key to its long-term strategy, in which customers come first.

Professionalism, quality, independence, and impartiality are evident in many ways. A robust quality system based on *ISO/IEC 17025* and *ISO/IEC 17065* is essential but not sufficient. It is equally important to understand customer needs and to possess outstanding expertise, responsiveness, and efficiency in meeting those needs.

CENTEXBEL guarantees the impartiality of its **certification activities** and does not tolerate any commercial, financial, or other pressure that could compromise impartiality; it continuously identifies risks that may affect impartiality. If a risk to impartiality is identified, CENTEXBEL will ensure that this risk is eliminated or minimized and will forward this information to the certification body. This committee safeguards impartiality and provides guidance regarding the policies and principles of impartiality in certification activities, any tendency on the part of CENTEXBEL to allow commercial or other considerations to interfere with the objective and reliable performance of certification activities, as well as factors that affect impartiality and confidence in certification, including transparency.

Laboratory activities within CENTEXBEL are also conducted impartially and are free from commercial, financial, or other pressures. Laboratories continuously monitor risks that threaten impartiality, including risks arising from the laboratory's activities or relationships, or from the relationships of laboratory staff. However, such relationships do not necessarily mean that laboratories are exposed to a risk that threatens impartiality. If a risk to impartiality is identified, such risk is eliminated or minimized as soon as possible.

Consistent application of the quality policy in accordance with normative, regulatory, and/or legal requirements serves as the primary goal for customer satisfaction, which is the measure of our success. We are therefore committed to openly addressing complaints and objections. Thorough investigation and appropriate resolution of legitimate complaints and objections are part of our company policy.

Gent, July 14, 2026

Pol Lombaert, General Manager Centexbel