

## QUALITY POLICY

Is firm commitment of the top management of ANCCP Certification Agency Sro (hereinafter ANCCP CA) to ensure the correct application of the rules and requirements that are the basis of the activities, as well as the full satisfaction of all parties involved in such activities, and in particular the subjects that require certification and accreditation bodies .

ANCCP CA intended to convey confidence and give more and more evidence of the ability to meet the needs and requirements inherent in the activities, aiming at a continuous improvement of its image. In this context ANCCP CA intends to operate as an accredited body to issue certifications of management systems.

With its activities ANCCP CA intends to make a significant contribution to improving the quality of the services provided by organizations customers and the management of problems related to environment, safety and ethics of the same.

In this context ANCCP CA intends to pursue a systematic and continuous improvement of its efficiency and consider the various factors which determine in particular the skill and retraining of personnel, working methods, equipment used, the suitability of the facilities and external collaborators used. To achieve these objectives, the following measures are adopted:

- a) is systematically applied and updated a Quality System appropriate to the type, extent and volume of activities and in compliance with the standard EN ISO/IEC 17021-12015
- b) the Quality Assurance Manager is formally conferred the necessary authority to carry out the following goals:
  - ensure the establishment and updating of a Documental Management System
  - ensure the implementation of an internal Management System and verify its effectiveness
  - collect information and data on any non-compliance or inefficiencies and promote appropriate corrective or preventive actions
  - report to the Top Management on the degree of implementation of the management system and its effectiveness
- c) all staff are involved in the implementation of the Management System and, to this end, are provided training and awareness, with particular reference to the document management and proper storing of them
- d) the Heads of the sectors are expected to respond in the proper and effective application of the criteria and requirements of the management system, to the extent of their competence
- e) is established annually a Program of Improvement considering, at least, following aspects:
  - achievement of the objectives set out above
  - development of indicators and analysis of their results to eliminate the causes of problems and inefficiencies
  - adjustment of operating modes to meet the needs (with particular reference to the procedures and forms)
  - development of the application of IT tools
  - motivation, training and updating of personnel (internal or external) and monitoring of the performances

The results are documented, so that the implementation and effectiveness of planned initiatives and the achievement of the objectives set can be verified.

- f) are promoted and developed contacts with other Certification Bodies and active participation in appropriate associations and working groups, to standardize and refine the operational procedures and achieve greater customer satisfaction and other interested parties.

In pursuing the objectives of Top Management ANCCP CA ensures:

- application of the principles necessary to instill confidence in their activities such as impartiality, competence, responsibility, transparency, confidentiality, and the rapid and effective response to complaints at all levels of your organization
- the adoption of non-discriminatory policies and procedures, making its services accessible to all who request them, regardless of their size or their belonging to particular associations or groups and also by the number of certificates already issued
- the use of facilities and personnel that operate without interference or pressure from commercial, financial or other nature that may influence their decisions
- the absence of conflict of interest, including those that may arise from their relations, and incompatibility and independence in the work of its structure and the personnel involved, requiring the same to report any situation that there may be at risk
- the necessary authority and the direct assumption of responsibility for decisions relating to the granting, maintenance, extension, reduction, suspension or revocation of certification and the proper use of the same and related trademarks
- the adequacy of resources according to accretion and expansion of the activities of ANCCP CA
- participation and / or updating ANCCP CA about the activities of associations and working groups related to their areas of interest
- implementation of appropriate communication processes within the Agency, also on the effectiveness of the management system
- Access to the public on the website of ANCCP CA a description of the process for handling complaints and appeals
- independence of the remuneration of its staff by the number of actions taken and the outcome of the same

The Top Management of ANCCP CA also agrees to:

- not grant certification if the report constitutes an unacceptable threat to the impartiality
- not grant non-accredited certification covered by Accreditation SNAS
- not certify other certification bodies for its certification activities
- not offer or provide consultancy services related to systems management
- not offer or provide internal auditing services to its customers certified
- not certify the management system of a client if the relationship between the consulting firm and ANCCP CA constitutes an unacceptable threat to the impartiality
- not outsource audits to consulting firm in the field of management systems
- not advertise or offer their activities in connection with business consulting firm of management systems
- not provide advice to applicants for certification of the product or give you advice on how to resolve any obstacles to obtaining the certification required
- adopt measures necessary to correct inappropriate claims by consulting firms that face state or imply that certification would be facilitated if required to ANCCP CA
- not declare nor to imply that certification would be facilitated if it were used in a particular consulting firm
- take measures to respond to any threat to its impartiality arising from the actions of other persons, bodies or organizations
- use both internal and external personnel who shall act impartially and free from commercial pressures or constraints, financial or other nature that could compromise their impartiality
- request to that effect to its internal and external staff to report any situation to note that it may constitute a conflict of interest for themselves or for ANCCP CA in order to use this information as input to identify potential threats to impartiality
- solicit the participation of the main interests for certification in the composition of the Committee for the Safeguarding Impartiality
- make publicly accessible, or provide upon request, non-misleading information about its audit processes and certification, certification activities, types of management systems and geographical areas in which it operates

The Top Management of ANCCP CA intends to keep constantly informed on matters relating to the management system and intervene personally to ensure their adequacy and effectiveness, adopting measures that will be suitable for this purpose.

  
Fabio Gazzero  
(Legal Representative)

Bratislava, 4<sup>th</sup> October 2017