



Company policy

08th June 2024

The activities provided by Autenticert San Marino srl have the aim of promoting and spreading the culture of certification of Management: Quality, Environmental, Safety and Health on workplaces, food safety, personnel, ethics and of social responsibility or other systems in those social fabrics: Productive, Educational, Services where these have a strong valence Of satisfaction And protection from the Set off interested, image, organization, etc. For be able to insert on the market, maintain and where possible, increase the results obtained so far by satisfying requests of the Customer, And vital For the Organism face the requests Of market with full and absolute lawfulness, seriousness, professionalism, reliability and effectiveness such as to allow the achievement of complete CUSTOMER SATISFACTION E FROM THE SET OFF INTERESTED And TO A HIGH GRADE FROM TRUST IN CERTIFICATIONS ISSUED. Therefore, the Direction General has statement there present politics:

The primary objectives that the General Management has set itself to achieve through the provision of its service are:

1. Issue certificates That they can supply a high degree Of trust;
2. Provide its activities ensuring that they are independent and free of any external or external pressure internal, are impartial and free of any prejudice or discrimination, intact, ethically correct and professional;
3. Manage the information And the recordings in manner confidential, guaranteeing it a high degree Of safety;
4. Manage The own personal in manner fair, without favoritism and/or discrimination, in way from make its members active and constructive collaborators and not mere users of services, with particular reference to auditors and those involved in the review and decision-making activities, so as not to exert any pressure that could compromise them independence, impartiality , integrity and diminish there trust in certifications issued;
5. Guarantee a qualitatively valid service and acquire one recognized presence on the market with the aim of be able to ensure a service highly qualitative in time.

To achieve the objectives indicated above, the activities of the Organization are carried out with maximum transparency, respecting the total impartiality, integrity and independence of the Organizations to which the service Of Certification, through there punctual application of the System Of Management of the CB and in in particular the Organism:

- A. Periodically reviews the Management System with the aim of identifying and adopting suitable actions to improve one's service and effectiveness from the own activity;
- B. It guarantees the resources necessary for the timely provision of the service, in particular it guarantees that the staff employed is of sufficient number, is subjected to initial evaluation, trained and updated for the activities that it same carries out And Therefore constantly monitored on the his operated;
- C. Executes at least a time the year a meeting of the Committee Ethical or Committee Of Safeguarding of Impartiality to the in order to submit and have Autenticert San Marino's work evaluated by him with the aim of guaranteeing its "ethicality and impartiality". The Committee also analyzes the political and strategic directions of Autenticert San Marino in addition, naturally, to its normal activity Of delivery of the service.
- D. Guarantees the prohibition of:
 - provide consultancy activities or carry out internal audits to companies that could be certified or are already certified by the CB;

- propose to organizations requesting certification of their SG or already certified from the CB, own personal, especially auditors or inspectors, by activity Of advice;
- E. Guarantees that any commissions to those who report the customer are managed in accordance with the provisions of ANALYSIS AND RISK ASSESSMENT;
- F. Not trust possible activity For there advertising of the own services to society That they deliver activity Of consultancy on management systems, and at the same time carry out monitoring activities in order to verify the absence of declarations or false or incorrect information that could imply that the certification process, if carried out with the body same, can to be more easy;
- G. Insure That The own personal, and in particular that involved in activity Of certification, deliver The own service in respect of the requirements Of system of Autenticert San Marino, guaranteeing it Always independence, impartiality, integrity And the absolute lack Of any pressure, either this external or internal;
- H. It ensures that the decision-making process on certifications is free from any form of pressure part from the Property, That from the Direction or from Everything is fine other organ by Autenticert San Marino or from any Part interested to outcomes from the certifications themselves;
- I. It supports and spreads the principles of ethics and social responsibility
- J. Takes a position of zero tolerance towards any act of corruption or any attempt to encourage illicit and/or discriminatory behavior in the exercise of one's functions and activities or That in Everything is fine case they can compromise impartiality And integrity of the process Of certification.
- K. Takes in consideration the risks connected at activity carried out by the CB For analyze them, evaluate them And to define the actions For mitigate it The effects, through the processing of ANALYSIS AND RISK ASSESSMENT Review Everything is fine year the contents of the document "ANALYSIS AND RISK ASSESSMENT and submits it to approval of the Committee Ethical or Committee Of Safeguarding of Impartiality.

Particular attention is paid to the management of complaints. Authentication certificate undertakes to ensure that any complaints, appeals or disputes, coming from customers, own staff, external collaborators, stakeholders or any other source, are managed in accordance with what has been established to meet the requirements of the reference standards and regulations of the Accreditation Bodies, with the aim of giving them effective management and providing clear, transparent, truthful and free from prejudice or discrimination, while guaranteeing the protection of the complainant from any retaliation and/or recrimination.

The objectives that the Management intends to pursue are quantified in the review reports. Suitability from the politics And reviewed Everything is fine year during the activity Of review of the system.