

## ASACERT - QUALITY POLICY

The quality policy of ASACERT is set forth by the general principles that represent the basis for the development of corporate activities, and these principles are made known through the publication of this document.

ASACERT UK understands the importance of impartiality and ensures the objectivity in carrying out its activities, and manages all possible conflicts of interest.

ASACERT undertakes to:

- ❖ comply with the provisions of law and rules relating to the areas in which it operates;
- ❖ ensure that third parties access to its assessment, certification and inspection services, applying non-discriminatory rules contained in its management manual, in operational manuals and documents that complete them, ensuring impartiality of evaluation and judgment in all the assets and business services;
- ❖ ensure absolute independence, impartiality and integrity when providing its services, thereby also maintaining the status of Inspection Body type A;
- ❖ ensure that internal management system is correctly implemented, in order to achieve the satisfaction of our customers and of all categories of stakeholders, with the aim of continuous improvement company, in evaluation, certification and inspection services;
- ❖ ensure enough competence of the personnel in all functions involved in certification, inspection, evaluation and training activities;
- ❖ be responsible to assess sufficient objective evidence upon which to base a certification, inspection and evaluation decision, and other third party services;
- ❖ openly provide public access to, or disclosure of, appropriate and timely information about its audit process and certification process, about the certification status of any organization and about geographical areas in which it operates;
- ❖ respect the confidentiality obligations set out by law in respect of all confidential information obtained during its activities;
- ❖ grant effective responsiveness to complaints;
- ❖ consider the risks associated with providing competent, consistent and impartial certification;
- ❖ minimize the potential occurrence of non-compliance with the applicable standards and business rules through proper definition, planning, execution and control of activities pertaining to the services offered to the market;
- ❖ prevent, by projects verification, technical, economic and financial risks, induced by interface and / or design and / or construction errors and minimize the risks of modification of the design during building phase;
- ❖ prevent, by means of technical control in the construction phase, non-compliance with project specifications, inadequacy of carried out constructions due to mechanical actions, normalize the risk of collapse of whole or part of buildings, prevent technical risks that may cause big damage to people and / or to construction works;
- ❖ define annually, with the contribution of involved organizational functions, specific and measurable objectives and personnel training and education plans for the purpose of improving the effectiveness of internal management system and related evaluation, certification and inspection processes / services;
- ❖ periodically review the management system for continuous improvement of provided services quality, including through specific objectives achievement verification and their performance over time analysis;
- ❖ for CE marking related activities, work actively and continuously in agreement with NB in the work of GNB in the areas of competence, in accordance with what is stated in the Guidelines to the EU Commission (paragraphs 4.9, 4.10, 4.11.).

Company's activities for growth and improvement are put in place by ASACERT Management through the recording of customer satisfaction, as part business processes checks.

ASACERT Management ensures that this policy is understood, implemented and maintained at all levels of the organization.



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