

SI Cert Policy

The activities provided by SI Cert aim to promote and to spread as much as possible the culture of management systems certification: Quality, Environmental, Safety and Health in the workplace, Food safety, Personnel, Ethics and of social accountability or other management systems in those social fabrics: Productive, Training, Services where these have a satisfaction and protection of the interested parties strong image, organization, etc ... To be able to enter the market and maintain and, where possible, increase the results obtained so far in a competitive manner, satisfying the Customer's requests, it is vital for the CAB to face the market requests with full and absolute legality, reliability, professionalism, reliability and effectiveness such as to allow to arrive at the complete CUSTOMER SATISFACTION AND OF THE INTERESTED PARTIES and to a HIGH GRADE OF TRUST IN THE CERTIFICATIONS ISSUED, therefore, in coherence with the previous policies, the General Management has laid down this policy (...).

The primary objectives that the General Management has set itself to achieve through the provision of its service and which must always be considered and they are their own by the personnel are:

1. Issuing certificates that can provide a high degree of trust
2. Delivering their activities ensuring that they are independent and free from any external or internal pressure, impartial, ethically correct, free of any bias or discrimination and untouched, ethically correct and professional
3. Managing information and records in a confidential manner ensuring a high degree of security
4. Managing any person of the staff in an equitable manner, without favouritism and / or discrimination, in order to make him an active and constructive collaborator and not a mere user of services, with particular reference to any auditor and those involved in reviewing and deciding, so as not to exert any pressure that could compromise him independence, impartiality and integrity and decrease confidence in the certifications issued
5. Guaranteeing a qualitatively valid service and acquiring a recognised presence on the market with the aim of guaranteeing a highly qualitative service over time

To achieve the objectives indicated above, the activities of the CAB are provided WITH MAXIMUM TRANSPARENCY, in compliance with the TOTAL IMPARTIALITY, INTEGRITY and INDEPENDENCE of the Organizations to which the Certification service is provided, through the application of the CAB Management System and in particular through the:

- A. Periodically reviewing of the Management System with the aim of identifying and adopting appropriate actions to improve its service and the effectiveness of its activities.
- B. Guaranteeing the resources necessary for timely provision of the service, in particular by ensuring that the personnel employed are of sufficient number, and subjected to initial evaluation, trained and updated for the activities that the same performs and therefore is constantly monitored on its work.
- C. Performing at least once a year a meeting of the Ethics Committee or the committee for safeguarding of impartiality (...) in order to subject and to assess the work of SI Cert to the latter with the purpose of ensuring "ethical and impartiality"; in particular, the political and strategic policies are analysed, in addition to the normal activity of providing the service.
- D. Guaranteeing the prohibition of providing consulting activities or perform internal audits to companies that could be certified or that are already certified by the CAB; guarantee the prohibition of proposing SI Cert own personal to the applicant organizations the certification of their management systems or to the already certified clients by the CAB, in particular auditors or inspectors, for consultancy activities
- E. Ensuring that any commissions to whoever commercial reports the customer, are managed according to what is provided for by the "Document for assessing the risk of impairment of impartiality".
- F. Doing not entrust any activity for the advertising of its services to companies that provide advice on management systems, and at the same time perform monitoring activities in order to verify the absence of statements or false or incorrect information, that can make it clear that the certification process, if done with the organism itself, can be easier.
- G. Guaranteeing that its personnel, and in particular those involved in certification activities, provide their service in compliance with SI Cert system requirements, always guaranteeing its independence, impartiality, integrity and the absolute absence of any pressure, both external and internal,

- H. Guaranteeing that the decision-making process on certifications is free from any form of pressure either on the part of the Property, of the Management or of any other area of SI Cert or by any interested party to the results of the certification itself.
- I. Supporting and spreading the principles of ethics and social responsibility and adopting the principles of SA 8000 within itself.
- J. Assuming a position of zero tolerance towards any act of corruption or any attempt to promote unlawful and / or discriminatory behaviour in the exercise of its functions and activities or that in any case may compromise the impartiality and integrity of the certification process.
- K. Reviewing each year the contents of the document "Evaluation document of the risk of impairment of impartiality" and submit it to the approval of the Ethics Committee or the Safeguarding Committee on Impartiality.
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Particular attention is paid to the management of complaints, SI Cert undertakes to ensure that any complaints, appeals or disputes, whether these come from customers, SI Cert staff, external collaborators, stakeholders or from any other source, are managed in compliance with the provisions to meet the requirements of the reference standards and regulations of Accreditation Bodies, with the aim of providing them with effective management and providing clear, transparent, truthful and free from prejudice or discrimination, while ensuring the protection of the complainant by any retaliation and / or recrimination.

In the Management review reports the objectives that the Management intends to pursue are quantified.

The suitability of the policy is reviewed annually during the system review activities

Arbedo 11/01/2019

Top Management
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