



AMTIVO ITALIA (UK) LTD - QUALITY POLICY

The quality policy of AMTIVO ITALIA (UK) LTD 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.

AMTIVO ITALIA (UK) LTD understands the importance of impartiality and ensures the objectivity in carrying out its activities, and manages all possible conflicts of interest.

AMTIVO ITALIA (UK) LTD 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 certification 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;
- 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 the provision of certification services;
- ensure enough competence of the personnel in all functions involved in certification services;
- be responsible to assess sufficient objective evidence upon which to base certification 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 ensuring a quick and effective response;
- consider the risks associated with providing competent, consistent and impartial third party service;
- 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;
- 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 certification processes / services;
- periodically review the management system for continuous improvement of the quality of provided services quality, including through specific objectives achievement verification and their performance over time analysis.

Company's activities for growth and improvement are put in place by the 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.

Michael Brophy
Legal Representative
AMTIVO ITALIA (UK) Ltd

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