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CSI Spa POLICY DOCUMENT

CSI S.P.A. A SOCIO UNICO
SOGGETTA AD ATTIVITÀ DI DIREZIONE
E COORDINAMENTO DI IMQ GROUP S.R.L.

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CSI has adopted an integrated Management System, aimed at all levels of the organization, which in its various forms allows to ensure and demonstrate compliance with legislative requirements and technical standards applicable to the different conformity assessment activities performed, as well as the main standards on Management Systems for Quality, Environment, Occupational Health and Safety and Information Security.

The Quality Management System aims to integrate all the requirements of the international technical standards applicable to a Certification, Inspection, Validation and Verification Body and Testing Laboratory, as well as all the requirements provided by EU Regulations and Directives for which CSI operates as a Notified Body and by national legislative provisions for which CSI operates as Designated Body, in order to ensure and demonstrate continuous compliance with all the relevant applicable requirements.

The Management System for the Environment, Occupational Health and Safety and the Information Security aims to integrate the requirements of the applicable technical standards in order to ensure that the relevant issues are addressed in an appropriate manner and in compliance with standard and legislative requirements.

The above requirements apply to all CSI activities and sites, including CSI laboratories located within the national territory, for the applicable parts.

CSI considers quality management aimed at improving performance, environmental protection, occupational health and safety of its workers and information security as priority factors for the achievement of corporate objectives and therefore establishes the following Policy guidelines, appropriate to the nature of the processes found in CSI and to the relevance of the risks related to the activities carried out:

- commitment to the compliance with the requirements and recommendation defined in the technical regulations and other applicable reference documents on conformity assessment as well as with the applicable legislative and standard requirements on quality, environment, occupational health and safety and information security;
- commitment to the integrity of Quality, Environmental, Occupational Health and Safety and Information Security Management Systems when changes are planned and implemented;



- commitment to the continuous improvement of the Management Systems for Quality, Environment, Occupational Health and Safety and Information Security and of the organization's performance with regard to the related issues;
- implementation of a suitable organizational structure for the establishment and periodical review of objectives in terms of quality, environment, occupational health and safety and information security, with a view of continuous improvement;
- monitoring of business processes, in order to evaluate performance and identify actions for improvement of effectiveness and efficiency;
- ongoing assessment of the risks and opportunities related to the business activities - in the field of quality, environment, occupational health and safety, information security - in order to take the necessary actions;
- promotion of professional growth and of the competence and awareness of its personnel, also through the planning and implementation of adequate information, education and training programs, guaranteeing the availability and knowledge of the defined company procedures, in order to ensure behavior consistent with the regular functioning of the conformity assessment activities;
- employment of suppliers and external personnel only if qualified to perform assigned tasks in accordance with contractual agreements and applicable standards on quality, environment, occupational health and safety and information security;
- involvement of identified stakeholders - public institutions, scientific and cultural associations, clients, suppliers, contractors, employees, external personnel - in relation to the context of the organization, to the programs and performance in terms of quality, environment, occupational health and safety, and information security;
- care to customer needs, current and future, aiming to meet its requirements and exceed its expectations, to pursue the strategic objectives of its loyalty and increase its customer base;



- search for appropriate technologies and operational solutions in order to protect the environment;
- commitment to the prevention of pollution, reducing the environmental impacts that arises from its activities; commitment to a responsible use of hazardous substances, optimization of water and energy resources; commitment to increasing the separate collection of waste produced; raising awareness to environmental protection, aimed at ensuring that the external operators involved in CSI's activities can adopt operative criteria in line with business processes;
- commitment to the prevention of accidents and health problems of workers; commitment to the involvement and consultation of workers, including through their representatives for workplace safety; acquisition, use and maintenance of equipment, devices and systems with an adequate levels of safety;
- commitment to ensuring the confidentiality, integrity and availability of data and information as well as the regular business continuity;
- commitment to provide human, instrumental and economic resources necessary to implement the above listed behaviors and achieve the set objectives.

CSI is also fully aware that impartiality is one of the fundamental principles that must be guaranteed by a Certification, Inspection, Validation and Verification Body and Testing Laboratory.

CSI therefore is committed to ensure that all activities are carried out with impartiality and objectivity and are perceived as such by the interested parties, in compliance with the relevant regulatory requirements.

For this reason, it is particularly committed to:

- constantly promote a corporate culture based on impartiality;
- ensure that procedures for accessing CSI conformity assessment services are fair and non-discriminatory, and treated as such;
- continuously identify risks to impartiality of CSI, arising from its activities, its relationships or relationships of its staff;



- analyze, evaluate, treat, monitor and document the identified risks and demonstrate that any identified risk to impartiality is mitigated or eliminated accordingly;
- provide CSI personnel, both internally and externally, with the necessary knowledge to operate in accordance with impartiality and require them to sign a commitment to promptly reveal any situation that may constitute a conflict of interest;
- provide, in the contractual agreements with its partners, for the presence of binding impartiality requirements;
- not allow commercial, economic, financial or other pressures to compromise the impartiality of CSI's activities;
- ensure that the activities of separate legal entities with which it has relationships do not compromise the impartiality of CSI's activities; in particular, handle all dealings with consultants or consultancy companies in full compliance with the standard and accreditation requirements;
- not to sell or offer conformity assessment activities as related to the activities of an organization that provides consultancy;
- not to provide the required conformity assessment services if any relationship that can constitute unacceptable threats to impartiality is known;
- take action to respond to any threat to CSI's impartiality arising from the actions of other persons, bodies or organizations;
- provide a mechanism to safeguard the impartiality of CSI, in which a balanced representation of stakeholders with a significant interest is ensured, without the prevalence of individual interests.

Top Management ensures that the Policy set out above is:

- adequately documented, developed and updated;
- communicated to all persons working on behalf of CSI to ensure awareness of their obligations;



- accessible to all stakeholders;
- subject to periodic reviews to ensure that it remains valid and appropriate to the CSI organization.

All CSI personnel, regardless of their location and duties, are informed and are required to comply with the Policy defined herein.

Bollate, 16 September 2019

CSI S.p.A.
Ing. Antonella Scaglia
(Chairman)

GENERAL NOTE: this document is the English translation of the original document "Documento di Politica CSI Spa", dated 2019/09/16, published and signed in Italian. In case of discrepancy, the original document prevails.