

## Introduction

AJA Europe S.r.l. is an independent Certification Body operating both nationally and internationally. The accredited Certification services are provided both through direct accreditation and through accreditation of the other companies of the AJA Group of Companies.

AJA's primary objective is to provide a wide range of services to companies of all sizes with a global approach, but remaining sensitive and attentive to the needs of local markets and small businesses.

## Principles

The principles laid down in the ISO 17021, ISO 17024 and ISO 17065 accreditation standards are the basis for all certification activities. AJA is aware that the trust of customers and stakeholders is fundamental for its activities. The principles on which to base its reliability include:

- Impartiality
- Competence
- Responsibility
- Opening
- Confidentiality
- Beware of complaints

In order to support the achievement of quality and professionalism of the audit, verification and certification processes, AJA management has identified seven points on which to base the approach to the activities:

- Ensure that impartiality and independence are assured throughout the Certification process;
- Ensuring complete confidentiality to Clients and potential Clients in every situation;
- Ensuring that its staff apply a common sense approach, based on experience and technical expertise;
- Provide professional services that are accessible at all levels for clients and potential clients;
- Ensuring Accreditation Bodies that AJA is able, at all times, to meet the accreditation requirements;
- Ensuring that AJA does not practice any form of discrimination, not even hidden, accelerating or slowing down Clients' practices;
- Ensuring that practices are processed without prejudice and conditions.

AJA Senior Management is committed to ensuring that this policy, whose principles are imperative for all management and staff (both internal and outsourced), is applied at every level, in daily work, with diligence and enthusiasm.

## Impartiality

Being impartial, and being perceived as impartial, is necessary for AJA in order to provide reliable certification services; AJA is aware that being paid for certification services can be a threat to impartiality, but has implemented the necessary procedures and controls to ensure that impartiality is maintained.

AJA is committed to keeping the certification services (System, People and Product) independent from each other and completely separate from any other activity that may threaten their impartiality.

In addition to the normal procedures, AJA ensures the impartiality of its work on two fronts:

- Guaranteeing the necessary independence of the personnel involved in the Certification process with respect to the Client, especially with regard to consultancy activities;
- Guaranteeing not to provide Certification services to organizations that can be traced back to people who have an active role in the AJA Certification processes.

## Competence

AJA implements the necessary procedures to ensure that the competence of internal and external staff is guaranteed in all certification services.

## Responsibility

AJA is aware of the responsibility deriving from being an accredited Certification Body: therefore it undertakes to base all its decisions on objective evidence and to maintain the integrity and availability of the information obtained.

## Openness

AJA ensures public access to appropriate and timely information about its certification process and certification status, in order to increase confidence in the integrity and credibility of certifications.

## Confidentiality

AJA's services often provide access to confidential information. It is AJA's primary objective to ensure that confidentiality is maintained in all cases.

All AJA staff, internal and external, permanent and temporary, are trained on procedures to ensure the confidentiality of information and are committed in writing to maintaining confidentiality.

## Beware of complaints

Our Customers have good expectations that their complaints will be investigated and, if considered valid, they should have confidence that they will be dealt with appropriately and that every effort will be made to resolve them.

## Policy intentions and objectives

AJA is constantly committed to providing organizations in Italy and around the world with services that are increasingly attentive to the needs of production realities, updated to local economic and legislative realities.

For certification services, it is AJA's will:



- Develop certification activities in an independent manner and in compliance with national and international certification regulations;
- Encourage, increase and develop different modes of certification in new sectors

The activities already implemented and those that will be planned, consistently with the principles of AJA's management and staff, will maintain a constant attention to ethics; compatibly with economic sustainability, priority will be given to areas such as energy efficiency, environmental protection, human rights.

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