



Company policy

QS Quality Services LTD
Certification Body

QS Quality Services Ltd (QS), as an independent certification, inspection, notification body and third-party verification and validation body, operates in compliance with the principles of impartiality, independence, competence, transparency, confidentiality and integrity, providing certification services for management systems and verification and validation services for environmental claims. In particular, QS has requested ESYD to be accredited pursuant to the ISO/IEC 17029 standard for carrying out verification and validation activities for greenhouse gas declarations and the product carbon footprint, according to ISO 14064 and ISO 14067 standards.

QS is aimed at public and private organizations, supporting them in demonstrating compliance with applicable requirements, continuous improvement of their performance and the reliability of the information subject to certification, verification and validation.

In carrying out its activities, QS undertakes to ensure the absence of conflicts of interest, the management of risks to impartiality, the competence of the personnel involved, the consistency of decision-making processes and the protection of the confidentiality of the information acquired, operating in compliance with the requirements of accreditation standards, the regulations of accreditation bodies and applicable legislation. Through our activities, we promote awareness and knowledge that the adoption of a management system that complies with international standards brings companies and stakeholders efficiency in terms of quality, occupational safety, environmental protection, food safety, social well-being and/or energy efficiency, artificial intelligence governance and, therefore, in general, towards sustainability in the various fields of application. QS has identified the mission of promoting Certification Systems and contributing to the development of a culture of certification systems, supporting and encouraging organizations towards the continuous improvement of their processes and the consistency of the characteristics of their products, directing them towards the measurement of customer satisfaction. QS Quality Services Ltd is accredited and manages the certification of management systems in accordance with ISO/IEC 17021-1:2015, covering the following standards: ISO 9001 (quality), ISO 14001 (environment), ISO 45001 (occupational health and safety), ISO 50001 (energy), ISO/IEC 27001 (cybersecurity), ISO/IEC 20000-1 (IT service management), ISO 22301 (business continuity), ISO 13485 (medical devices) and is in the process of extending accreditation to ISO 39001 (road safety), ISO/IEC 42001 (artificial intelligence management systems, operated together with ISO/IEC 42006:2025).

As an independent body, QS Quality Services Ltd guarantees free access to certification and inspection activities to all candidate organisations, and is committed to not adopting discriminatory policies and procedures or managing them in a discriminatory manner. This commitment, together with the confidentiality of all information and the transparency of the procedures adopted, is achieved by operating in accordance with the international standards that govern these aspects of the activities of Certification Bodies and Inspection Bodies.

The impartiality of its work is a precise commitment and the control of this aspect is strongly pursued also by appointing a special Committee for the Protection of Impartiality. QS Quality Services Ltd periodically monitors the management of possible risks to its impartiality by informing all identified parties and inviting them to report any positions that need to be assessed for this purpose.

In order to implement its Certification System accordingly and effectively control the processes, QS Quality Services Ltd has formally assigned responsibilities and delegated authority to all the functions involved.

QS Quality Services Ltd, to ensure impartiality, does not carry out any consultancy activities independently or through its own staff or related bodies to organizations operating in the sectors for which it is accredited or in which it carries out certification and inspection activities.

At least once a year, a review of the audit activities carried out by QS Quality Services Ltd is documented and the results are compared with the improvement targets set, where possible with quantifiable indices. Administrators are responsible for defining and implementing these objectives at least once a year, preparing the necessary corrective actions.

Attention to privacy, the environment, health and safety is a priority in all QS business activities, both in internal management and in relations with customers and stakeholders. QS identifies its stakeholders, i.e. the parties interested and involved in its activities, in order to improve and better focus its objectives and analyzes any risks that may arise. Stakeholders such as customers, suppliers, accreditation bodies, auditors, inspectors, national and international institutions and authorities are invited to report to the QS any event or case in which they believe that activities have been carried out by internal staff or external collaborators in violation of the principles of impartiality, transparency and confidentiality.



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Complaints, appeals and disputes, concerning the management of the certification of any other activity carried out and which cannot be resolved using the existing organizational structures, are brought to the attention of the Committee for the Protection of Impartiality.

QS staff, in accordance with current regulations, are informed and trained on the contents of the health, safety and environmental policy, and on the commitments it entails in the daily exercise of their duties, in order to encourage the promotion of responsible behaviour, increase cooperation among employees and spread a more aware corporate culture. When conducting business in client organizations, we combine the achievement of common goals with compliance with regulations aimed at preserving the health and safety of employees, third parties with whom they come into contact, and the community in which the organizations operate.

QS has also launched a 'sustainability policy' regarding its activities to responsibly manage their impacts, both towards customers and the community it serves, and towards its employees. QS wants to infuse its corporate culture with the concept of sustainability for responsible growth, and we intend to contribute to improving the quality of life and the territories we cross.

QS's activities are carried out in accordance with the ten principles of the United Nations Global Compact, a voluntary initiative to share sustainability values (human rights, labour, environment and anti-corruption). We are committed to continuous improvement, monitoring progress, reporting results in our sustainability report and actively engaging our stakeholders.

The 7 Principles of the Sustainability Policy

Creating shared value

We are committed to reconciling economic objectives with social and environmental ones, generating value for the company, for stakeholders and for the territories in which we operate, enhancing positive externalities and avoiding or minimizing negative ones. We promote activities with the utmost transparency and impartiality, fighting all forms of corruption and conflicts of interest.

Community and stakeholder engagement

We work for sustainable development through stakeholder involvement: analysis of the context in which we operate, identification of stakeholder needs and stakeholder involvement.

In addition, accredited certifications, inspections and audits assist institutions, companies and professionals in achieving the 17 Sustainable Development Goals of the UN 2030 Agenda.

Safety for travelers and workers

We ensure an increasingly high level of health and safety in all activities that involve risks for employees, collaborators and communities, also by consolidating a culture of risk management and prevention.

Quality of services

We adopt a customer-centric organizational logic, paying attention to both delivered and perceived quality to improve the experience of people. We do our best to ensure that data security is respected.

Employee Value

We always put the greatest good of the organism at the center of our daily actions: our people, with their value, differences and rights. We are committed to engaging them and developing their skills and competences, promoting training and information activities at all organizational levels. We are committed to ensuring that recruitment, training, development and professional advancement are merit-based and free from any form of discrimination. We consider integrity to be an indispensable element of QS and discourage corrupt practices in every way. QS supports the freedom of association of workers and the elimination of all forms of discrimination.

Efficient use of resources and environmental protection

We promote the efficient use of energy resources and the reduction of greenhouse gas emissions. To minimize the impact of our activities on the environment, we promote the adoption of the digital form in all work processes, minimizing the use of printed or paper paper. Where possible, we optimize our employees' travel by trying to combine events and/or audits to save time, money and the environment, or we promote remote meetings whenever possible.

We encourage our suppliers and customers to improve their environmental performance and, when possible, to guide and support them in their improvement process.

Respect for human rights

We are committed to ensuring respect for human rights in our activities, operating within the framework of the United Nations Universal Declaration of Human Rights and among suppliers and business part-



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ners, contributing to the creation of a responsible supply chain. We reject all forms of irregular work, child labour and promote policies aimed at the psychophysical well-being of staff.

With particular reference to inspection activities and notified bodies, QS:

- It shall establish a system and procedures that distinguish the inspection activity from any other activity carried out by the entity in relation to the reference standards for such inspections and that do not create confusion for the customer or possible parties involved.
- establishes policies and procedures for handling and resolving complaints, appeals, and disputes from suppliers or other parties regarding inspection management or any other related matter
- provides inspection activities that aim to examine a product, equipment, service, process or facility and determine its compliance with specific requirements or, where appropriate based on professional judgment, defined general requirements.
- It defines, promotes and adopts non-discriminatory policies and procedures and monitors that they are not managed in a discriminatory manner. QS procedures shall not be used to prevent or restrict access to inspection for applicants, unless otherwise specified in the relevant legislation; has a documented structure and requirements designed to safeguard the impartiality of inspection activities;
- It defines policies aimed at ensuring that inspection activities are carried out with the utmost integrity and independence from any pressure or incentive, in particular economic pressures
- binds internal staff and external collaborators not to provide consulting or collaboration services to QS candidates

To ensure compliance with the impartiality of its certification process, QS's management undertakes to manage, eliminate or reduce real or potential risks, highlighted through risk analysis, developing procedures for the management of activities, monitoring and evaluating compliance with them over time, as well as through the involvement of interested parties (Committee for the Safeguarding of Impartiality). training the staff involved, asking internal and external staff to sign a Declaration of Confidentiality and Absence of Conflict of Interest.

From this vision and from some principles, the Management derives general objectives on which to involve the commitment of the entire structure. QS's activities, as an independent third-party body, aim to continuously improve performance by ensuring compliance with the principles, respect for the stakeholders involved and compliance with reference standards.

Santa Venera, 01.07 2026
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The Administrator

Maurizio Termini