



Policy PO01

Vision, Mission and Values

Issue Status Sheet

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Policy. When any part of this Policy is amended, a record is made in the Amendment Log shown below. The Policy can be fully revised and re-issued at the discretion of the Governance Team. Please note that this Policy is not valid if printed or downloaded and is classed as “uncontrolled”.

Version No.	Amendment	Date	Approved By (Document Owner)
5	General review of the document; changed company name from EuCI Ltd to Amtivo Southern Europe Ltd; alignment to Amtivo corporate template	09.09.2026	DS MG

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1. Vision

The certification body closest to the customer.

ASE vision is:

- Operate a management system compliant with the requirements of ISO/IEC 17021-1
- Meet the specific requirements of IAF
- Be accredited by an Accreditation Body that is a signatory to the EA and IAF mutual recognition agreements
- Carry out business activities in a non-discriminatory manner
- Offer a service to the best of its abilities that is independent and impartial, and that is seen to be fair, cost-competitive and delivered with a high level of integrity
- Adopt a continual improvement approach to its organization, business and services
- Avoid imposing undue financial or other conditions on clients or potential clients
- Ensure that staff understand ASE's philosophy, and that ASE's collaborators are able to fulfil their potential while operating within agreed, formalised management systems
- Not practise hidden discrimination by fast-tracking or delaying applications.

2. Mission

To promote the diffusion of management system certification throughout Europe and the Mediterranean region, leveraging a lean and efficient organisation focused on the needs of customers and stakeholders, in order to achieve full satisfaction for certified clients and other interested parties.

3. Fundamental principles

The primary principles guiding ASE's certification activities include:

- Impartiality;
- Competence;
- Responsibility;
- Openness;
- Confidentiality;
- Responsiveness to complaints;
- Risk-based approach.

ASE's commitment to these principles is demonstrated through this Quality Policy, which is known, understood and implemented by all ASE personnel.

4. Impartiality

Conformity assessment activities are carried out impartially.

ASE is responsible for the impartiality of its conformity assessment activities and does not allow commercial, financial or other pressures to compromise its impartiality.

Every ASE service shall be performed in full compliance with the accreditation standard and with approved policies, procedures and methods, with honesty and in an independent and impartial manner.

ASE understands the importance of impartiality and is committed to carrying out its certification activities impartially. ASE has a procedure for managing conflicts of interest and is committed to ensuring that the objectivity of its management system certification activities is maintained. ASE analyses and manages risks and potential conflicts of interest through its Quality Manual, supporting documents and specific risk analyses, on an ongoing basis, to ensure the objectivity of its operations.

Audit findings shall be accurately and truthfully recorded and documented, and shall be the sole basis for reports and certification decisions.

Any situation that could influence personal judgement, even unintentionally, through the involvement of personal interests or the interests of close relatives, friends or close business contacts, shall be avoided. In this regard, particular attention is given, in ASE's management processes, to relationships with companies or individuals providing consulting services for the implementation of management systems.

Great attention shall also be given to avoiding even the mere appearance of a conflict of interest, in order to preserve the perception of ASE as an impartial body.

The ASE Impartiality Committee safeguards the impartiality of certification processes and undertakes to ensure the absence of conflicts of interest.

5. Competence

To provide confidence in the certification process, all ASE personnel and external persons working on behalf of ASE must demonstrate competence in the functions they perform.

Each person acting on behalf of ASE shall be carefully selected on the basis of the competence held and shall always act in a professional manner.

6. Responsibility

The client organization is responsible for conformity with the certification requirements.

ASE is responsible for assessing, during audit activities, whether there is sufficient objective evidence of conformity to grant certification. Certification is withheld if there is insufficient evidence of conformity.

7. Openness

To guarantee confidence in the integrity and credibility of certification, ASE provides public access to information about its audit and certification process, and about the certification status (e.g. granting, extending, maintaining, renewing, suspending, reducing the scope of, or withdrawing certification) of any certified organization.

If requested by specific interested parties, ASE may provide access to non-confidential information about the conclusions of specific audits (e.g. audits carried out in response to complaints).

8. Confidentiality

Openness and transparency are essential values for ASE. Nonetheless, to perform certification activities, ASE must have access to all the information needed to assess conformity to the certification requirements; it is therefore essential that any proprietary information about a client is kept confidential. ASE has defined a procedure for managing confidential and publicly accessible information obtained or compiled during certification activities (QP12). In principle, all non-confidential information is accessible on request.

Confidentiality rules shall apply to any information that is not available to the general public and that there is an interest in keeping confidential, such as:

- Information relating to ASE's business, including details of clients, market or financial data, methods and processes;
- Information imparted by third parties under obligations of confidentiality;
- Information relating to personal data of employees.

This confidential information must not be disclosed to others and may not be used for personal benefit. When confidential information relating to ASE's business must be disclosed in the course of business, all measures must be taken to protect its confidentiality. Confidential information relating to others may only be disclosed with the approval of the person or entity concerned.

9. Responsiveness to complaints

Any interested party may submit a complaint to ASE in order to resolve possible errors, omissions or unreasonable behaviour.

Complaints are accepted and investigated, and every reasonable effort is made to resolve them in close communication with interested parties. To this effect, ASE has defined a documented procedure (QP11) for complaints management, describing the process, the responsibilities and the records to be produced during the handling of complaints. The procedure is also publicly accessible on the ASE website, in order to ensure full transparency of the process.

ASE regards complaints management as a powerful driver of continual improvement.

10. Risk-based approach

ASE takes into account the risks associated with providing certification activities through the development and ongoing update of specific risk analyses.

11. Strategy

The AISE General Manager is committed to the development and implementation of ASE's management system in accordance with the requirements of ISO/IEC 17021-1.

The AISE General Manager establishes specific, measurable objectives in order to monitor the performance of the management system. Achievement of these objectives is verified at least once a year during the ASE Management Review, in order to ensure the continuing suitability, adequacy and effectiveness of the management system and its ongoing compliance with the requirements of ISO/IEC 17021-1.

12. Records retention policy

It is ASE's policy to retain records for at least three years. Procedure QP03 specifies the retention period for each type of record. In any case, records are retained for a longer period where required by the applicable laws of the certified organization's country.