



**IMQ S. p. A.**  
**POLICY DOCUMENT**



IMQ 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, Information Security and Gender Equality.

The Quality Management System aims to integrate all the requirements of the international technical standards applicable to a Certification, Inspection, Validation and Verification Body, Testing Laboratory and Calibration Centre, as well as all the requirements provided by EU Regulations and Directives for which IMQ operates as a Notified Body and by national legislative provisions for which IMQ 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, the Information Security and Gender Equality 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 IMQ activities and sites, including IMQ laboratories located within the national territory, for the applicable parts.

IMQ considers quality management aimed at improving performance, environmental protection, occupational health and safety of its workers, the information security and the promotion of Gender Equality 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 IMQ 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, information security and Gender Equality;
- commitment to the integrity of Quality, Environmental, Occupational Health and Safety, Information Security and Gender Equality Management Systems when changes are planned and implemented;
- commitment to the continuous improvement of the Management Systems for Quality, Environment, Occupational Health and Safety, Information Security and Gender Equality 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, information security and Gender Equality, 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 and Gender Equality - 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, information security and Gender Equality;
- 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, information security and Gender Equality;
- 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 IMQ'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 pursue gender equality, to value and protect diversity and equal opportunities, and to support women's empowerment by safeguarding all stages of a person's career path (selection and recruitment, career management, equal salaries, parenting and care, work-life balance), developing a coherent and responsible communication process and preventing all forms of physical, verbal and digital abuse (harassment) in the workplace;
- commitment to support career continuity of its personnel also returning from maternity leave;
- commitment to provide human, instrumental and economic resources necessary to implement the above listed behaviors and achieve the set objectives.

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

IMQ 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.

IMQ offers neither directly nor indirectly the products and services covered by its certification activities.



For this reason, it is particularly committed to:

- constantly promote a corporate culture based on impartiality;
- ensure that procedures for accessing IMQ conformity assessment services are fair and non-discriminatory, and treated as such;
- continuously identify risks to impartiality of IMQ, 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 IMQ 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 IMQ's activities;
- ensure that the activities of separate legal entities with which it has relationships do not compromise the impartiality of IMQ'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 IMQ's impartiality arising from the actions of other persons, bodies or organizations;
- provide a mechanism to safeguard the impartiality of IMQ, 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 IMQ to ensure awareness of their obligations;
- accessible to all stakeholders;
- subject to periodic reviews to ensure that it remains valid and appropriate to the IMQ organization.

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

Milan, 01 October 2024

IMQ S.p.A.  
Ing. Fulvio Giorgi  
(Chief Executive Officer)

*GENERAL NOTE: this document is the English translation of the original document "Documento di Politica IMQ S.p.A.", dated 2024/10/01, published and signed in Italian. In case of discrepancy, the original document prevails.*