QUALITY POLICY

TNV EUROPE operates as an independent conformity assessment body serving organizations across all economic, business and social sectors, including, but not limited to, commerce, industry, tourism, food and agri-food, agro-industry, advanced services, transport, construction, communications, information technology, and public and private services. TNV EUROPE provides conformity assessment, quality control, safety and environmental sustainability services.
To establish and maintain a strong and competitive market position while meeting Client requirements, TNV EUROPE is committed to conducting its activities with integrity, professionalism, reliability, effectiveness and efficiency. These principles are essential to achieving Client and interested-party satisfaction and to maintaining a high level of confidence in the certifications issued, in full compliance with the requirements of impartiality and independence.

Accordingly, General Management has established this Quality Policy and defined the following objectives:

- issue conformity attestations that provide a high level of confidence;
- carry out its activities independently and impartially, free from internal or external pressure, prejudice or discrimination, and in an ethical, professional and transparent manner;
- manage information and records confidentially, ensuring an appropriate level of security;
- protect the confidentiality, integrity and availability of information processed in certification activities, including information relating to Clients, personnel and other interested parties;
- manage personnel fairly and without favouritism or discrimination, promoting active and constructive participation, with particular attention to personnel involved in conformity assessment, review and certification decision activities, and ensuring that no pressure is exerted that could compromise independence, impartiality, integrity or confidence in the certifications issued;
- provide consistently high-quality services and strengthen TNV EUROPE's recognized presence in the market, ensuring the continued effectiveness and reliability of its certification activities.

To achieve these objectives, TNV EUROPE is committed to providing conformity assessment services with transparency, impartiality, integrity and independence, free from any undue internal or external pressure, through the effective implementation of its Management System. To this end, General Management shall:

- periodically review the Management System in order to identify and implement appropriate actions to improve the quality of services and the effectiveness of activities;
- provide the resources necessary for the effective and timely delivery of services, ensuring in particular that sufficient competent personnel are available, appropriately evaluated, trained, qualified and kept up to date for the activities assigned to them, and that their performance is regularly monitored;
- convene the Committee for the Safeguarding of Impartiality at least once a year to review the activities of TNV EUROPE Tempus Novae Visionis d.o.o., with particular regard to ethics, impartiality, strategic and policy matters, and the proper delivery of conformity assessment services;
- ensure that TNV EUROPE does not provide management system consultancy or perform internal audits for organizations that are, or may become, its certification Clients, whether through internal personnel, external personnel or collaborators;
- ensure that all assignments are managed in accordance with the provisions of the "Impartiality Risk Assessment Document";
- not entrust the promotion or marketing of its certification services to organizations that provide consultancy relating to products, processes, services or management systems subject to conformity assessment, and monitor communications to prevent false, misleading or improper statements suggesting that certification may be easier, simpler, faster or less costly when using TNV EUROPE;
- ensure clear separation between any commercial or representative interests and the conformity assessment activities performed, requiring all personnel, particularly those involved in assessment and certification activities, to comply with TNV EUROPE Management System requirements and to maintain independence, impartiality, integrity and freedom from conflicts of interest and undue internal or external pressure;
- ensure that certification decisions are free from any form of pressure from ownership, management, any other body within TNV EUROPE, or any party having an interest in the outcome of certification activities, while safeguarding independence, impartiality and integrity;
- promote and disseminate the principles of ethics, professionalism, reliability, integrity and compliance with applicable legal requirements;
- maintain a zero-tolerance approach to corruption and to any attempt to encourage unlawful or discriminatory conduct in the performance of its functions and activities, or any conduct that could compromise the impartiality and integrity of conformity assessment activities;
- identify, analyse and evaluate risks arising from the activities of TNV EUROPE, with particular attention to risks to impartiality, and define appropriate measures to eliminate or mitigate such risks through the "Impartiality Risk Assessment Document", which shall be reviewed at least annually and submitted to the Committee for the Safeguarding of Impartiality.
- ensure that the extension of accreditation sought for ISO/IEC 27001 certification activities is supported by competent personnel, appropriate technical resources, defined certification processes and effective controls, in accordance with ISO/IEC 17021-1 and ISO/IEC 27006-1, as applicable;
- maintain appropriate safeguards for information security throughout the certification process, including secure collection, access, storage, transfer, retention and disposal of audit evidence and records, with access limited to authorised personnel;
- assess and manage risks associated with information security and confidentiality, including those arising from remote audits, information and communication technologies, external providers and potential conflicts of interest;
- ensure that auditors, technical reviewers and certification decision-makers assigned to ISO/IEC 27001 activities possess and maintain the relevant information security and sector-specific competence, and that their responsibilities remain appropriately segregated;
- ensure that statements concerning ISO/IEC 27001 accreditation and accredited certification are accurate and do not imply that accreditation has been granted before formal confirmation by the accreditation body;

Particular attention is given to the management of complaints, appeals and disputes. TNV EUROPE ensures that such matters are handled effectively by competent personnel who are independent of the activities concerned and have not been involved in the subject matter of the complaint or appeal. Responses and decisions shall be clear, transparent, objective and free from prejudice or discrimination, while ensuring that complainants are protected against retaliation or discriminatory treatment.
The continuing suitability and effectiveness of this Quality Policy are reviewed at least annually as part of the Management System review.

30/09/2026

TNV EUROPE