ALL ABOUT ESG SH.P.K.

M-036 - POLICY OF THE CERTIFICATION BODY

ref. ISO/IEC 17021-1:2015 §4 · §5.1.2 · §5.2 · §5.3 · §8.1.1 f) · public document

Document code	M-036		
Revision	2		
Date	2 September 2026		
Nature	Policy - public document		
Replaces	M-036 Rv.1 of 31/08/2026		
Applies to	Everyone who acts for ALL ABOUT ESG, and every organisation that applies for or holds one of its certifications		
Prepared by	C. Volpe	**Signature**	
Approved by	G. Fortino	**Signature**	

Revision history

Rv.	Date	Description of the change	Chapters	Approved by	Prepared by
0	06/04/2024	First issue, in Italian, under the title «Politiche aziendali».	all	E. Chiacchio	A. Madeo
1	31/08/2026	Full rewrite as the policy of a certification body, on the seven principles of §4. The employment policy is removed, and with it a discount reserved to the members of an association, which §5.1.2 forbids. Layout on PRO-04 Annex A Rv.1.	all	G. Fortino	C. Volpe
2	02/09/2026	Chapter 6 no longer says that competence is determined for each technical area: the technical areas were removed from the system on 01/09/2026, and the accreditation certificate MSCB-393 states «Certification Sectors - N/A». The revision history is corrected: Rv.0 was approved by E. Chiacchio and prepared by A. Madeo, as the original of 06/04/2024 shows.	6 · revision history	G. Fortino	C. Volpe

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1 - What this policy is

This is the policy of ALL ABOUT ESG SH.P.K. It states the commitments the body takes towards the organisations that apply for or hold one of its certifications, towards those who rely on those certifications, and towards its own personnel.

It is issued by top management, it binds everyone who acts for the body - employees, personnel under contract, technical experts and the members of its committees - and it is published on www.allaboutesg.eu, where it may be read without a request having to be made, as ISO/IEC 17021-1:2015 §8.1.1 f) requires.

It is a statement of what the body undertakes to do. How each undertaking is carried out is written in the manual, in the procedures and in the regulations of the management system, and those documents, not this one, govern the daily work.

2 - The body

Item	Value
Legal name	ALL ABOUT ESG SH.P.K.
Registered office	Rruga Donika Kastrioti, kat 4, nr. 24, Blloku, Tirana, Albania
Website	www.allaboutesg.eu
Electronic mail	direzione@allaboutesg.eu
Accreditation	International Accreditation Service, certificate MSCB-393, granted 30 September 2025
Accredited scheme	ISO 39001:2012, road traffic safety management systems

The body carries out the third-party audit and certification of management systems. It states, in every offer and on every page that describes a service, which of its activities are covered by the accreditation and which are not. No activity outside certificate MSCB-393 is presented as accredited.

3 - The principles

ISO/IEC 17021-1:2015 §4 sets out the principles on which confidence in a certification rests. The body adopts them as its own and states below what each means in its conduct.

Principle	The commitment of the body
Impartiality	The body is impartial and is to be seen to be impartial. Its decisions rest on objective evidence obtained by the body itself and are not influenced by any other interest or party. Chapter 4 states how this is safeguarded
Competence	Certification is granted only by persons competent to grant it. The body determines the competence required for every function and for every scheme, evaluates each person against it, and monitors that competence over time
Responsibility	The certified organisation, and not the body, is responsible for continuing to meet the requirements of the standard it is certified to. The body is responsible for evaluating sufficient objective evidence on which to base its decision, and for taking that decision
Transparency	The body gives public access to appropriate information about its audit and certification processes and about the status of every certification it has granted, and answers a request about the status of a given certification
Confidentiality	Information obtained in the course of a certification activity is confidential, save for what the certification rules make public. Chapter 7 states the exceptions
Prompt and effective response to complaints	A complaint is examined and, where it is founded, is treated. Chapter 8 states how a complaint or an appeal is brought and what the body undertakes to do with it

Principle	The commitment of the body
Risk-based approach	The body identifies and treats the risks to the impartiality and to the credibility of its certifications, on an ongoing basis, and records what it finds and what it does about it

4 - Impartiality

4.1 - The commitment of top management

Top management is responsible for the impartiality of the certification activities of the body and does not allow commercial, financial or any other pressure to compromise it. This commitment is not delegated.
The body knows that its income comes from the organisations that seek certification, and that this is in itself a threat to impartiality. It is treated, and it is not denied.
The decisions taken in the certification process rest on the objective evidence of conformity, or of nonconformity, that the body has obtained. A decision is never taken on the identity of the organisation, on the value of the contract, on the wish of a third party, or on the consequence the decision will have for the body.

4.2 - The threats the body watches for

Threat	How it can arise here
Self-interest	A person or the body acts in its own interest, and the interest is most often financial
Self-review	A person or the body examines its own work, or the work of someone it has advised
Familiarity	A person relies on the persons audited, because of a relationship built over time, instead of seeking the evidence
Intimidation	A person perceives coercion, open or hidden - the threat of being replaced, or of being reported

The threats are identified, analysed, evaluated, treated, monitored and recorded on an ongoing basis, not once, and the analysis is reviewed at least once a year and after every relevant change. Where a threat cannot be reduced to an acceptable level, the body does not provide the certification concerned.

4.3 - The safeguards

Two safeguards protect the impartiality of the body.

- the committee for the safeguard of impartiality, composed of a balance of the interests bearing on the certification, in which no single interest predominates. It reviews the analysis of the threats and the way they are treated, examines a sample of the certification files, examines the tariff and the discounts granted, and gives its opinion on the adequacy of the liability cover and of the resources of the body. Its rules are published;
- the documented analysis of the threats, kept current and brought to the annual review of the management system.

Everyone who acts for the body declares any situation known to them that could be a conflict of interest, for themselves or for the body, and does so before taking part in a certification activity and whenever the situation changes. Where a conflict exists, that person takes no part in the activity concerned.
Anyone who works for the body may report, in confidence and if they wish anonymously, any breach of this policy or of the rules of the body, through a channel that reaches the committee for the safeguard of impartiality directly. No one suffers any consequence for making such a report in good faith.

4.4 - What the body does not do

- it does not provide management system consultancy, directly or through any person or organisation connected with it;
- it does not carry out internal audits for the organisations it certifies;
- it does not certify a management system where the body, or a person acting for it, has provided consultancy on that system or has carried out its internal audits, until two years have passed from the end of that work;

- it does not employ in a certification activity a person who has advised the organisation concerned, until two years have passed;
- it does not certify another certification body for its certification activities;
- it does not certify an organisation that is part of the body itself;
- it does not entrust its audits to a consultancy organisation;
- it does not offer or advertise its certification activities as linked with the activities of an organisation that provides consultancy;
- it does not state, or let it be understood, that certification would be simpler, easier, faster or cheaper if a particular consultancy organisation were used, and where such a claim is made by others it requires its correction;
- it does not tolerate corruption in any form, by anyone acting for it or towards it.

5 - Access to the services of the body

The services of the body are open to every organisation whose activity falls within its declared scope of operation. Access is not made conditional on the size of the organisation, on its membership of any association or group, on the number of organisations already certified, or on any financial or other condition that would unduly restrict it. The body offers no tariff reserved to the members of an association and grants no discount for belonging to one.
The tariff is applied uniformly. A reduction is granted only within the limits the tariff itself fixes, is recorded with its reason, and the discounts granted are examined by the committee for the safeguard of impartiality.
The body does not discriminate between organisations, or between the persons who act for them, on any ground. An application is evaluated on the activity for which certification is sought and on nothing else.

6 - Competence

The body determines the competence required for each function that takes part in a certification activity - the review of the application, the audit, the technical review and the certification decision - for each scheme, and evaluates every person against it before authorising them, on the evidence of their education, training, experience and demonstrated ability.
The ability to apply knowledge and skill in the course of an audit is verified by observing the person during an audit, and the observation is recorded. Knowledge alone does not authorise anyone to audit.
Competence is monitored over time and is not treated as acquired once and for all. Personnel are kept informed of changes to the standards, to the accreditation rules and to the applicable law.
Everyone who acts for the body works with competence, honesty, diligence and responsibility, observes the applicable legal requirements, and is aware of the influences that may be exerted on their judgement.

7 - Confidentiality

Information obtained or created by the body during a certification activity is confidential. It is not released outside the body except where this policy and the certification rules make it public, or where the law or a contractual arrangement requires it; in that case the organisation is informed in advance of what will be released, unless the law forbids it.
The commitment binds employees, personnel under contract and the members of the committees, and it survives the end of their relationship with the body.
The following is not confidential and is given on request: the geographical areas in which the body operates; the status of a given certification; and the name, the normative document, the scope and the geographical location of a certified organisation.
Personal data are handled under the applicable law on the protection of personal data and access to them is limited to those who need it for their work.

8 - Complaints and appeals

Anyone may bring a complaint about the body, about its personnel or about an organisation it certifies. An organisation may appeal against a decision the body has taken concerning its certification.
A complaint or an appeal is brought in writing to direzione@allaboutesg.eu or to the registered office. An appeal is brought within thirty days of the notification of the decision appealed against; a complaint may be brought at any time. No charge is made.

The body acknowledges receipt, informs the complainant or the appellant of the progress and of the outcome, and gives formal notice of the conclusion. The decision is taken, or reviewed and approved, by persons who did not carry out the audit and did not take the decision concerned.
Bringing a complaint or an appeal results in no discriminatory action of any kind against the person who brought it.
The identity of a complainant and the content of the complaint are treated as confidential.
The description of the process is published with this policy, in the general regulation of the body.

9 - Liability, financing and the resources of the body

The body maintains a professional liability insurance policy covering the liabilities arising from its certification activities in the geographical areas in which it operates and keeps it in force.
Top management evaluates, at least once a year, the financial position and the sources of income of the body, and records whether commercial or financial pressure could compromise impartiality. The evaluation and the insurance cover are submitted to the committee for the safeguard of impartiality.
The body provides the resources its certification activities require and does not accept work it cannot carry out with the competence and the time those activities need.

10 - Improvement, and the review of this policy

The body audits its own management system at least once every twelve months against ISO/IEC 17021-1:2015 and the accreditation rules, treats what it finds, analyses the cause and verifies that what it has done has worked.
Top management reviews the management system at least once a year. That review examines this policy and the objectives of the body, confirms them or changes them, and records which of the two it has done.
This policy is revised whenever the review requires it, and in any case whenever a change to the organisation, to the accredited scope or to the applicable requirements makes any part of it inaccurate. The revision in force is the one published on the website.

11 - Approval

This policy is issued and approved by the top management of ALL ABOUT ESG SH.P.K., which undertakes to apply it and to make it applied.