



Solutions for growth

There must be a precise will on the part of economic players to set the focus of their actions on a series of individual and collective values, which are expressed in the ethics of responsibility, understood as attention to the foreseeable consequences of their actions.

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OUR MISSION, OUR VALUES

**We support
Organizations in their
sustainable growth**

YOUR GROWTH IS OUR MISSION

"Our **Mission** is to **facilitate** profit and non-profit organizations as well as public administrations in the **assessment and management of complexity**. We provide training and assessment services on compliance and **governance** standards **globally**, aimed to optimize their skills for long-term **sustainability and competitiveness**!"

Innovation and sustainability consistently guide our efforts and daily commitment towards ever more effective skills, both on our side and our Auditors', in support of sustainability.

Our Values to enhance your Value

- Integrity
- Impartiality
- Trust
- Responsibility
- Customer focus

OUR MISSION, OUR VALUES

We help governing complexity



Assessment, Inspection and Audit

Assessment, Inspection and Audit are tools to support corporate governance by providing the corporate board with a synthesis that allows for simplification of complexity, proposing an overall vision and a systemic approach which makes **organizations** stronger and more effective, focusing on all aspects that lead to sustainable growth and higher competitiveness.

In Certiquality, we commit to being **facilitators in the management** of complexity, a know-how which is essential in our globalized world.



OUR SERVICES

**At the heart of sustainability
to promote development in
every direction**

The three pillars of sustainability

- **Environmental**
- **Social**
- **Governance**

Sustainable growth preserves a steady balance among social, environmental and governance dimensions, fulfilling all current Stakeholder's requirements, without compromising those of future generations.

To improve their own **resilience**, organizations need **systemic and sustainable solutions**. A clear stance on the environmental and social impacts generated by their own **growth** and responsibility for the **governance of economic, management and financial aspects**.

THE FUTURE IS NOW.

Environmental



Becoming the custodians of the territories we live in

Sustainable environmental management services are at the core of our proposal and relate, among other things, to regulatory compliance, protection of resources, contrasting climate change, reduction of greenhouse gas emissions, carbon neutrality, energy and water saving, transparent reporting.

Furthermore, we provide advanced services designed for the Circular Economy model (Maturity Assessment of the circular business model; Independent auditing of circularity assertions and/or performance).

Social



People at the core of organizations

Listening and monitoring of Shareholders, Employees and Community's requirements are key to a resilient and sustainable organization. For us at Certiquality, this attention translates in promoting Health protection and Safety on the workplace along with a culture aimed at preventing corruption. Furthermore, respect and protection for human and employee rights is also essential along the supply chain, as well as the necessary continuous enhancement of work-life balance and gender equality.

Governance



Taking the lead towards new goals

Governance, in every organization, refers to the set of rules and procedures concerning good management and administration. Governance requires the monitoring of compliance aspects having a direct repercussions on business continuity and on the financial, economic and capital aspects of the organization's activities, always following a Risk Management approach. At Certiquality, we assess company organization and management models and carry out the regulatory compliance verification activities.

A roadmap for sustainability and competitiveness

Building up a sustainable business model is not a short-term operation, yet rather an investment requiring organized and outlined actions.

We have developed five types of services designed to support organizations in establishing their sustainability path:

- **Monitoring and reporting services;**
- **Management services;**
- **Value chain services;**
- **Innovation services;**
- **Training services.**

Our Testing, Inspection and Certification (TIC) solutions are:

- **System certifications based on national and international standards and regulations;**
- **Product certifications (mandatory and voluntary);**
- **Online and classroom training;**
- **Inspections;**
- **Professional certifications.**



OUR SERVICES

**Measuring to understand
the present and plan
for the future**

01

OUR SERVICES

Monitoring and reporting services

Monitoring and reporting services support the organizations in understanding and measuring the impact of their products and services on Sustainability, identifying **risks and opportunities**.

Listening, recording and gathering evidence, represents a crucial starting point necessary to set tangible and measurable improvement goals.

Furthermore, our services are essential tools to perform a reliable and efficient communication and reporting to Stakeholders. A communication based on international standards with data and analysis all verified by a third-party.



OUR SERVICES

**Business management
is a matter of guidance
and execution**

02

OUR SERVICES

Management services

Based on the most common national and international standards, we provide certification aiming at a constant improvement of **business processes** through a **systemic approach** based on the PDCA model (Plan Do Check Act). This streamlined method ensures a continuous assessment of management and strategy, through the analysis of the required and available resources, an action plan that takes into account identified best practices, and a reliable checking and measuring system aimed at the re-planning of upcoming actions.

Along with the most common management systems relating to quality, environment and workplace health and safety, many other management standards are also developed for specific sectors and processes. They all share a structured methodological approach and an independent third-party auditing, that will support, by using an overall vision, in achieving the **established objectives**.



OUR SERVICES

**Supply chain value,
own business value**

03

OUR SERVICES

Creating value within the Organizations and along the entire supply chain

We promote services and a methodological approach which allows organizations to optimize and enhance, not only the organization's **value chain**, yet the **Supply Chain** as a whole.

We support Companies that aim to consider the overall circularity of products and services, within a "**Life-cycle-thinking**" mind-set. From material supply to transport, to the end of the product lifecycle, that hopefully coincides, as does in circular models, to the desirable product reuse and recycling, without overlooking the supplier selection criteria.

We do this by applying national and international standards and through second-party inspections on behalf of organizations willing to **qualify, according to sustainability principles**, their own supply chain by monitoring, for example, social and environmental aspects or the capability to ensure business continuity.



OUR SERVICES

**The seed of success
is innovation in all sectors**

04

OUR SERVICES

Innovation Services

Fostering a sustainable transition through innovation is essential to bring tangible contributions to the achievement of the UN Sustainable Development Goals.

We support the organizations in developing a **systemic overview of innovation** with methodological awareness by enhancing the capability to manage uncertainty through a structured approach.

Over the years, our idea of innovation has meant in the first place being close to organizations in the **4.0 transition**, also through the verification of the interconnection and the attestation of conformity issued in our capacity as an Accredited Certification Body.

Another innovative tool for us which we consider highly effective and innovative for **information enhancement**, is the **blockchain**.

In a time of **digital transformation**, it is of great importance to ensure data correctness, both in terms of contrasting counterfeiting and of transparent communication towards consumers, customers and involved parties. These are innovative and useful solutions, particularly for complex supply chains.



OUR SERVICES

Unleashing the potential of Organizations

05

OUR SERVICES

Training Programs

The skills of people working for an organization stand for a first crucial challenge in a sustainable transition process. Based on this awareness, we propose a wide range of training courses on ESG topics (Environmental, Social, and Governance).

We use **interactive methods** which alternate frontal lessons and flipped lessons, with **exercises and role-playing**.

We encourage closer examination of innovative topics in addition to providing traditional training on Management Systems and sector-specific regulations.

Our training courses include: basic courses for a first insight of a technical regulation or subject matter, courses for internal Auditor training which entitles to perform first- and second-party Audits, up to third-party Auditor qualification courses acknowledged by AICQ/SICEV.

For each organization, we can design the most suitable training programme. These can be online learning or classroom lectures, blended learning or inter-company training courses, or even training programs delivered at the organization's premises.



A variety of characteristics and needs

Our clients are large companies and SMEs, national and multinational organizations as well as Public Administration.

We recruit our Auditors with long-standing experience and sector-specific skills.

We serve organizations in all productive sectors:

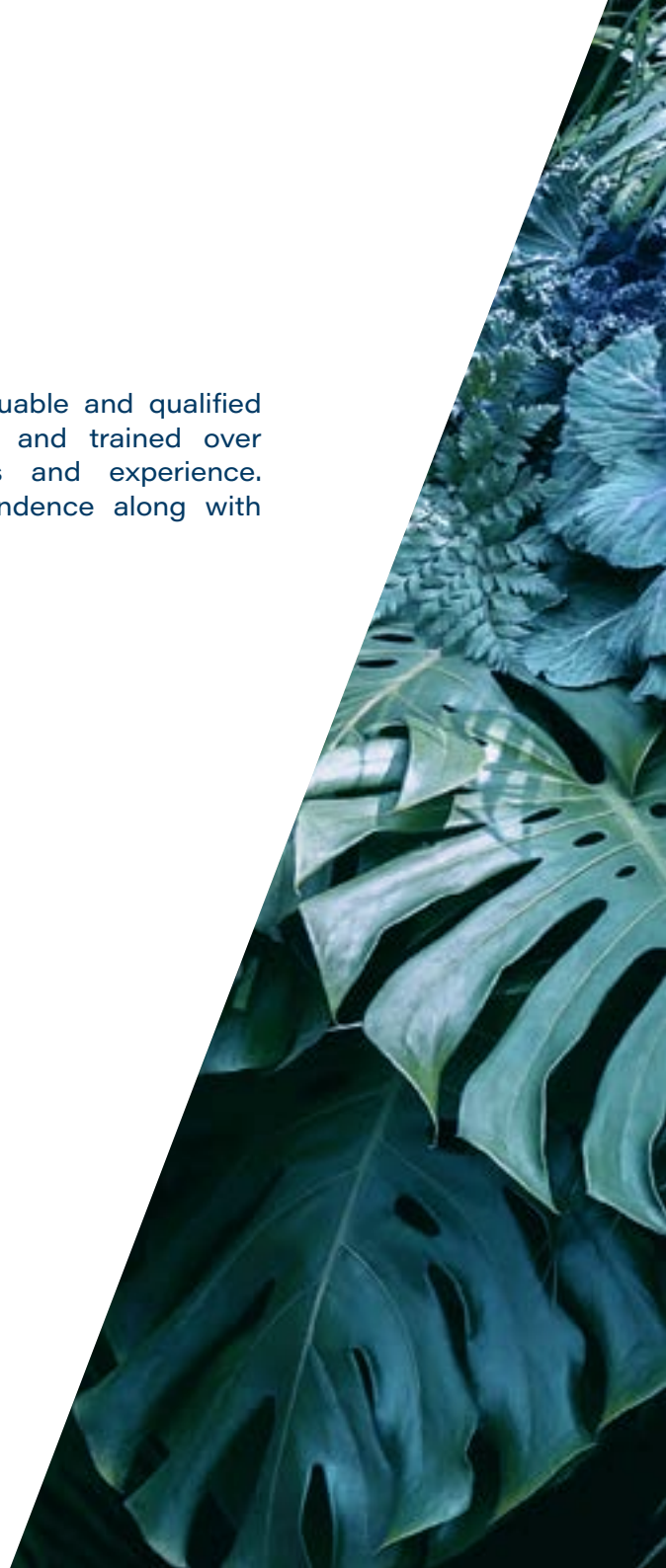
- **Chemical and Pharmaceutical;**
- **Medical Devices;**
- **Construction;**
- **Food and Packaging;**
- **Industry;**
- **Logistics and Transport;**
- **Public Administration;**
- **Retail and Large-scale Distribution;**
- **Waste Management and Environmental Health;**
- **Services to Individuals;**
- **Business Services;**
- **Financial Services and Banks;**
- **Professional Services;**
- **Utilities.**

A widespread network of professionals, lifeblood for your business

To provide and support organizations with a valuable and qualified service, through the years we have recruited and trained over 600 Auditors analyzing in detail their skills and experience. Key values include professionalism and independence along with constant updating.

Our Auditors' main intervention areas are:

- **Health and Safety;**
- **Risk Management;**
- **Quality;**
- **Business Continuity;**
- **Social Responsibility;**
- **Environment;**
- **Energy;**
- **Good Manufacturing Practices,**
- **Food Safety;**
- **Privacy and Data Protection;**
- **Traceability;**
- **Blockchain;**
- **CE Markings;**
- **Governance;**
- **Credit Risk Management;**
- **Compliance;**
- **Anti-corruption.**







AN INTERNATIONAL PROFILE

Going beyond borders

Your certification is recognized worldwide

We provide first-, second- and third-party audit internationally.

Being a member of the CISQ Federation, Certiquality is also part of the **IQNET (International Certification Network)**, the largest international network of Certification Bodies, gathering the most prestigious certification bodies around the world.

Certiquality releases, for Management Systems, the IQNET certificates which carry the globally recognized IQNET mark, making your business at par with international players, opening for you more opportunities to trade, building international presence, and sustaining growth. Through the mutual-recognition agreements, Certiquality's certifications are valid in all acceding countries.

As for Multinational Corporations, we ensure audit activities harmonization in line with the Parent Company's instructions.



OUR HISTORY

Over thirty years history at the service of Organizations

Our history

Federchimica and Assolombarda **founded** Certiquality **in 1989**. Since the very beginning, Certiquality geared its activity to foster organization's growth initially providing training activities and offering a Quality Management Systems Certification service.

Certiquality was the first Italian accredited body for the certification of Environmental Management. Since then, we have constantly implemented service lines designed to support our client Companies through a growth consistent with the guidelines regarding environmental, social and economic sustainability.

Accreditation issued by Accredia and other competent bodies ensures compliance with ISO/IEC 17065, ISO/IEC 17021 and ISO/ IEC 17020 standards for Certification Bodies, guaranteeing independence, impartiality and competence.

Certiquality is one of the founding members of CONFORMA, the Italian Association that gathers the various companies operating in TIC services (Testing, Inspection, and Certification). It is also a notified body n. 0546 for CE marking of Medical Devices and Construction Materials.

Since 2021, Certiquality has broadened its overall structure acquiring the majority stock of Globe Srl: a significant step forward for the development and presence consolidation on the global marketplace.

Contacts

Certiquality Srl

Via Gaetano Giardino 4, 20123 Milano - Italy

☎ +39 02 8069171 ✉ info@certiquality.it

International Business

☎ +39 02 80691730 ✉ international@certiquality.it

Globe Srl

Via Governolo 34, 10128 Torino - Italy

☎ +39 011 595863 ✉ globe@byglobe.it

**Your growth
is our mission**



www.certiquality.it



+39 02 8069171



info@certiquality.it