



Quality Policy

- *We understand that the aim of certification is to give confidence to all parties that a certified management system is capable of fulfilling requirements. The value of certification is the degree of confidence and trust on the certified client and the certification body.*

We commit to the principles that inspire such confidence and trust: — impartiality; — competence; — responsibility; — openness; — confidentiality; — responsiveness to complaints; — risk-based approach.

- *We ensure that the internal and external personnel are aware of the need for impartiality and act accordingly. We shall have procedures to ensure threats arising from self-interest, self-review, familiarity, intimidation and other threats;*
- *We manage competence of our personnel to ensure that intent, process and delivery of certification process within the principles that inspire confidence in certification;*
- *We understand our responsibility for consistently ensuring that the certification decisions are fully based on objective evidence that are obtained knowing and considering the risk of sampling;*
- *We shall remain transparent to the interested parties, limited to non-confidential information and information not controlled by a non-disclosure agreement, and*
 1. *by giving access to information about the audit and certification process,*
 2. *by providing information about the certification status of an organization;*
 3. *any information that are not restricted;*
 4. *by allowing governance authorities access to information as mandated by law;*
 5. *by allowing disclosure with permission from the certified client.*
- *We shall treat confidentially information gained during the process of audit and certification, and shall not disclose such information unless permission is granted by the certified client or mandated by the local laws and regulations;*
- *We shall make available public or other interested parties' access to our appeals and complaints mechanism and the appeals and complaints shall be addressed with commitment and within reasonable time;*
- *We shall follow a risk-based approach by managing risks associated with providing competent, consistent and impartial certification.*

Adequate management system shall be established, documented, implemented, maintained, operated, monitored and continually improved to ensure that the principles that inspire confidence in our certification is fully met.