



## Quality Policy

### Globally Accepted Certification

We are a leading specialist in certification services, delivering audits both nationally and internationally to our customers.

### Aim

We aim to provide a high-quality service which ensures that our customers, peers and other interested parties have confidence in our ability to provide our range of services in line with the specified requirements.

### Purpose

This policy outlines the quality commitments that we have made to enable us to achieve this aim and the continual improvement of our offer and its delivery.

### Commitments

We have made the following 9 core commitments:

1. To comply with the core certification body standards ISO 17021 and ISO 17065 as well as all other requirements associated with our certification body status and the schemes we deliver.
2. To broaden our service offer ensuring that we are able to provide the most advantageous range of services to our customer base.
3. To expand our team to enable growth and effective service delivery.
4. To ensure proper coverage of our operating areas to wherever possible enable delivery through competent local resources.
5. To maintain our accreditations, certifications and contracts with a view to secure and continuous delivery of our range of services.
6. To spread our brand identity and increase its recognition across our industry and in the interests of our interested parties including the promotion of accreditation
7. To invest in talent, technical knowledge and relationships across our services to add value to them and our offer as a whole.
8. To deliver our services in line with the core principles for inspiring confidence: Impartiality; Competence; Responsibility; Openness; Confidentiality; Responsiveness to Complaints; and, a Risk Based Approach.
9. To operate in line with our organisation values: Accessibility; Consultation; Innovation; and, Integrity.

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End