

QUALITY POLICY

Revision 00

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Quality Policy

Esq Cert Ltd aims to promote, encourage awareness and help to continuously improve certification management issues within all private and public companies. We understand the importance of impartiality in carrying out our management system certification activities, manage conflict of interest and ensure the objectivity of our management system certification activities.

We wish to achieve our aims as a major international certification body and recognise that effective management of our customers, our staff, our certification process and our business results makes good business sense. It will be a fundamental and integral part of our business strategy.

The quality objectives of ESQ Cert Ltd are:

- To provide independent, impartial, professional and focused third party certification, which will provide added value to client organisations by complimenting business aims and objectives through support to quality management systems and/or environmental management systems and/or health and safety management systems processes.
- To reach the accreditation as a Certification Body from the ESYD S.A. for the scope requested of its certification activities and , under the direction of its Board and under surveillance by the Accreditation Body, o conduct its assessment and certification processes in accordance with the criteria of ISO/IEC 17021 (Certification of Management Systems).
- To operate responsibly, openly, impartially and objectively, in applying uniform standards to all certificated companies and applicants alike.
- To conduct operations in an effective and efficient manner, and to maintain the integrity of certification activities by the use of trained and competent management, assessment and support staff.
- To deal with any complaint in an appropriate and timely manner, and where the complaint is justified make every effort to resolve the issue.
- To ensure the security of the records that it holds and to maintain confidentiality of any information obtained as part of the assessment process.
- To achieve agreed service levels where these exist and generate service levels in agreement with clients where these are required.
- To operate within the Management System Regulation.