

QM04 COMPANY POLICY

Version:01

Issue Date: 13/03/2023

INTRODUCTION

Certplus Belgelendirme ve Gözetim Hizmetleri Ltd. Şti. (**CERTPLUS**) is a 3rd party Conformity Assessment Body (Certification Body) specialized in providing product certification services according to ISO/IEC 17065:2012, as per the applicable local standards for SASO and GSO.

CERTPLUS strives for continuous improvement of its conformity processes. We believe that our quality system, supported by our expertise and resources, ensures the continual delivery of high quality, added value services offered and delivered to its clients.

CERTPLUS is independent company and taking activities impartially being a 3rd party company, and its responsible for maintaining impartiality of all services provided (Product Certification) to the clients and does not allow commercial, financial, or other pressures to compromise impartiality.

CERTPLUS follows the principle of equal opportunity and fair treatment in its relationship with clients and does not discriminate against any applicant in matters of certification procedures.

OUR COMMITMENTS

CERTPLUS is always committed to providing top level standardization services not just a product. **CERTPLUS** aims to provide timely, comprehensive, accurate and impartial conformity assessment to customers, by impeccable decisions as per related schemes and standard.

Top management, always stand up for Quality department and the whole team members, are accountable for the implementation of Company policy by:

- ❖ Fulfilling customers' requirements.
- ❖ Continuously auditing and improving certification operations through known principles.
- ❖ Reinforcing and supporting resources' capabilities through continuous training, sharing knowledge and supervision of related personnel.
- ❖ Sharing common objectives and monitoring relevant action plans .
- ❖ Ensuring continuous progress through internal and external audits .

CERTPLUS employees will contribute to our **CERTPLUS** Company Objectives which are Customer Focus and Highest Quality Services.

OUR PRINCIPLES

- ❖ Meeting customer's expectations.
- ❖ Providing continuous training to employees.
- ❖ Depending on the competence and commitment of individuals to increase the company's efficiency.
- ❖ Carrying out processes collaboratively and encouraging continuous improvements.

General Manager is committed to full compliance with this declaration and continuously monitors its proper implementation.

General Manager's Signature

