



## Global Certification Pty Ltd Quality and Impartiality Policy

**Global Certification Pty Ltd** is an independent third party certification body, we intend to gain and maintain accreditation with an IAF Approved Accreditation Body (JAS-ANZ).

- Global Certification's primary function is to grant certification, based on International and Australian Standards and other normative documents through a rigorous auditing process. This process includes:
  - Dealing with clients in the initial contract review process, Assessment audits and ongoing surveillance activities.
  - Granting of certificates
  - The suspension, withdrawal or reduction of scope of the certification provided.
- Global Certification will establish objectives and targets to continually improve the performance of operations and achieving primary goals in line with current version of ISO 9001 and the versions of ISO/IEC 17021 and 17065.
- Global Certification will enhance the Quality Management System under which it operates, with Quality of products and services as a critical ingredient to the commitment to customer satisfaction. Global Certification will maintain and continually improving a Quality Management System to facilitate achievement of company goals and standards.
- Ensure impartiality in its dealings with clients so that sufficient independent structures are in place to provide confidence that under no circumstances will financial considerations or inducements affect the certification decision. This is achieved through a strong Conflict of Interest Policy and the formation of an independent Advisory Board of industry stakeholders and the general community such that the programmes are reviewed by them annually for compliance to this policy.
- A Certification Panel has been established to review recommendations on the certification with any conflict of interest test applied at all stages of the certification process.
- A Certification Panel Manager has been appointed to oversee the Certification Panel and report to the Board of Directors.
- All Clients who apply are considered equally with no impediment to certification apart from the payment of fees for service being paid on an agreed schedule and their system passing certification audits. To ensure there are no undue delays, timings of all events are recorded and reviewed on a quarterly basis.

This Quality and Impartiality Policy is publicly displayed in our office reception area and revisions are communicated to staff to ensure they are aware of our policy, their role, and the importance of ongoing improvement in the system and company performance. Quality is everyone's responsibility and all personnel are expected to actively participate in all quality-related activities.

Signed Dated this 7<sup>th</sup> day of August 2015.

Chief Executive Officer  
Global Certification Pty Ltd