

Our Quality Policy Statement

SAI Global Assurance Services Ltd is committed to the efficient provision of quality inspection and certification services throughout a wide range of industries.

This is achieved by:

- Employing high calibre, suitably experienced, well trained and well motivated staff
- Demanding honesty, integrity and an ethical approach to everything we do
- Communicating with our specifiers and clients to ensure effective transfer of information
- Always striving to be aware of our specifier and clients needs in further developing and improving our inspection and certification services
- Collaborating and co-operating whenever appropriate with our specifiers, clients and with other relevant organisations to enhance the effectiveness of our inspection and certification services.
- Delivering added value inspection and certification service to our specifiers and clients

We will sustain this commitment by the involvement and further training and development of all our employees.

To assist us to do this SAI Global Assurance Services Ltd undertakes to operate and maintain documented quality management systems which satisfy the requirements of the appropriate controlling requirements, linked to the inspection or certification service being provided.

Confidence in Certification – Our Core Principles

Our policy is to provide confidence in our certification decisions through maintaining core principles. These principles relate to ensuring: impartiality; competence; responsibility; openness; confidentiality and complaint resolution within the certification decision process. We ensure that conflicts of interest are avoided, managed and the objectivity of SAI Global Assurance Services Ltd certification activities is maintained.

We commit to ensure compliance of our certification processes and products with requirements of international and national standards for conformity assessment, as applicable to the certification programme.

Our certification processes will be subjected to continual review and improvements made to increase the effectiveness of the management system defined in the quality manual.

In addition to pursuing our goals and commitments, SAI Global Assurance Services Ltd support and cooperate in the achievement of the vision of our parent organisation - SAI Global Limited. SAI Global Assurance Services Ltd has appointed an independent Certification Committee, the role of this Committee is to ensure that the above stated principles are maintained and to safeguard SAI Global Assurance Services Ltd impartiality and to provide advice on matters affecting confidence in certification, including openness and public perception.

This policy will be continually reviewed with respect to the changes in conformity assessment standards to ensure that it remains relevant and suitable.

Complaints and Appeals Policy

Complaints against SAI Global Assurance Services Ltd or our clients are taken seriously.

It is the policy of SAI Global Assurance Services Ltd to review all complaints and appeals, in a professional manner, to ensure that a satisfactory outcome is arrived at speedily, that customers receive speedy resolution of their problem and that any opportunities relating to the potential for improving SAI Global Assurance Services Ltd's services are adopted where practical. SAI Global Assurance Services Ltd does however recognise its responsibility to act at all times within the designated scheme rules for the service being provided to individual clients. SAI Global Assurance Services Ltd will not therefore make decisions which breach these rules and will ensure that clients are also aware of their responsibilities to act within the scheme rules as well.

Description of Complaints Handling Process

Complaints about SAI Global Assurance Service Ltd should be made in writing to the relevant Country Manager for the region, see website for contact details (www.saiglobal.com)

Our complaints handling process:

- Receipt of complaint will be acknowledged in the first instance.
- All complaints will be reviewed to ensure that we fully understand customer concerns; we may contact the customer to discuss the complaint.
- We will conduct an investigation in to any areas of concern and keep the customer up to date with progress.
- On completion of the investigation we will provide the customer with a full response.

We take complaints seriously and will ensure that they are dealt with fairly and promptly.

Description of Appeals Process

When certification is suspended, the reason for the suspension will be fully explained in writing, a copy of our detailed appeals procedure will also be supplied. Appeals must be made in writing giving full details of the grounds for the appeal, relevant supporting information should also be supplied. We will acknowledge receipt of any appeal and contact the customer to ensure that we fully understand their concerns. This initial contact may lead to a satisfactory resolution. If we are unable to resolve the appeal we will convene an independent appeals panel as soon as practicable. A meeting will be held where evidence from all parties will be heard in confidence, the panel will make a final decision which shall be communicated to the appellant and SAI Global Assurance Services Ltd. The decision of the appeals panel will be final and binding to both the client and SAI Global Assurance Services Ltd. Only one appeal is allowable for each specific case.