

EBS Certification Body

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List of Procedures relative to EBS

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QUALITY POLICY CERTIFICATION POLICY EBS DECLARATION OF IMPARTIALITY STATEMENT

For more information, contact: info@ebscontrol.com

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QUALITY POLICY

EBS is an independent highly qualified organization having certification as its core business. This is being supported by assessment, auditing, inspection, testing and training. Our clients are manufacturing and process industries, service companies, government agencies and international organizations in a wide variety of market sectors.

Our partners are with international accreditation and our staffs are highly professional.

Our priority is effectiveness that is a need of our clients. Constant level of cooperation with our clients as well with our business partners for improvement in the field of assessment, inspection and auditing.

- *EBS is building confidence in our client and partners*
- *Promoting auditing as a valuable profession*
- *Continuous improving the quality of assessment*
- *Giving best practice in assessment.*

Our vision is excellence in everything we do. We want to support our clients to find the best solutions for their transformation into successful and sustainable in the business environment.

Communication between our client and our company it is one of our highly valued aims from which comes effectiveness and success. Our commitment is improving our company occupation in relation with our clients and business partners. To support the strength of capacity to ensure effective continuity of their business client's organization this means better competitiveness.

Their success will be our success.

Why join the excellences business network: *In today's world sharing and exchange of information is the key of success. Being able to contribute as well to learn is getting on the path of excellence. EBS continually works on education, training, good practice and coaching of the staff with only aim to give an improvement in the field of satisfying the clients.*

Confirm of belief: *Since our company is working in the field of control and certification our prime aim is to promote success in ours as well in our clients management system. Understanding their needs helps us to provide excellence solution to match their capabilities with their needs. Our team builds different strategies dependably on requirements of the ISO and possibilities of the clients. Supporting inter connections between our stuff and the customers we are leading a successful story of values. Excellence as sustainable ethic is our prime aim and driver to a sophisticated quality.*

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CERTIFICATION POLICY

EBS “**The Certification Body**” aims to promote, encourage awareness, environmental responsibility and help to continuously improve certification management issues within industry, commerce and the public domain. 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 accredited certification body and recognize 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.

We will achieve this by:

- Offering an international certification service in accordance with EN ISO/IEC 17021 (ISO/TS 22003 & ISO 27006) that is fair impartial and objective to all who wish to avail themselves of our service,
- Providing our customers with a professional service that is perceived to add value to their business and satisfy their expectations,
- Practicing sound certification principles through competent staff and overseas managing branch office,
- Caring for and valuing our staff,
- Brief and train our staff to deliver Audits that satisfy our customers, supervisory body and the standard we set,
- Developing an open exchange of information with organizations and the public on the certification service that we offer,
- Continuously improving the certification service we offer,
- Practicing sound business principles to manage the certification body and give a return on our shareholder's investment,
- Communicating this policy to our staff, customers and interested parties.

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EBS DECLARATION OF IMPARTIALITY STATEMENT

EBS declares its commitment to assurance and protection of impartiality with its all personnel, full time and contracted, in all services and operations. EBS has developed and implemented procedures in compliance with the requirements of ISO/IEC 17021 series, additional accreditation level documents and relevant IAF MDs for maintaining impartiality. EBS shall provide the services with the principle of confidentiality, impartiality and objectiveness

Top management shall directly or indirectly not impose on the process owners for the approval of the certification decision process. EBS shall not provide any kind of consultancy activities for realization and continuation of certification processes. EBS shall not provide any activities related to design, maintaining, application and continuation/development of management systems.

EBS shall not certify other bodies providing certification services. EBS shall not provide certification services to any organization where there is a relationship with EBS pose a threat to impartiality. Therefore, EBS shall never provide, even not propose, any consultancy services, which are described below: Providing specific advice for establishment, application and maintaining of management systems for certification decision.

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EBS DECLARE OF CONFIDENTIAL INFORMATION FOR ISO 17021

Statement of confidential information for all personnel

I declare that in the pursuance of my contracted duties with EBS or its associate representatives or joint ventures, that I shall uphold the principles to inspire confidence in the certification process as indicated below:

Impartiality

Maintain impartiality and the perception of impartiality I shall base my decisions on objective evidence of conformity and nonconformity and not allow those decisions to be influenced by other parties.

I shall declare any threats to my impartiality that may include:

- Self interest a threat, which means I shall not act on my own behalf for my own purposes or for financial gain.
- Self review threats, which mean that I will not audit/review companies that I have assisted with consultancy or internal audits within the past 2 years. Or contact EBS suppliers for work within a 2-year period of working with EBS.
- Familiarity or trust threats, which means that I shall not allow familiarity of the auditor, client or its company to allow me to accept findings without objective evidence.
- Intimidation threats, which means that if I am coerced either openly or secretly by a person or body, then I shall report it to the appropriate authority, which may be my immediate manager, director, the Advisory Board or Accreditation Manager.

Competence

I shall maintain my competence, which is the capacity to demonstrate my ability to apply required knowledge and skills, by practice and continuous professional development for the type and range of auditing processes or other certification work.

Openness

Where required by EBS I shall disclose information requested to ensure the openness and transparency required for maintaining the integrity and credibility of the certification process. Responsibility I understand my responsibility, where applicable, is to provide, administer, generate and/or assess objective evidence of conformity and nonconformity to allow

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certification decisions to be based upon accurate audit findings, conclusions and recommendations.

Confidentiality

I will keep all company and client information created or obtained during the performance of my duties confidential and shall not disclose any such information to a third party, except where required by law or with written consent.

All information that is not made publicly available shall be considered as confidential. Information about the client from sources other than the client (e.g. complainant, regulators) shall be treated as confidential, which is consistent with the certification body's policy.

I understand that this is a legally enforceable agreement to safeguard the confidentiality of the information.

Responsiveness to complaint

I declare that I shall be open to investigation of complaints and, if these are found to be valid, will allow these complaints to be appropriately addressed and will assist in the resolution. I accept that effective responsiveness to complaints is an important means of protection for the certification body, its clients and other users of certification against errors, omissions or EBS on able behavior.

I have read, understood and will comply with the principles as stated above.

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