



CERTIFICATION POLICY

The management of GR aspires to encourage awareness, impose quality consciousness, fulfil its environmental and social obligations and to inspire confidence in the public by continually enhancing every business with management systems certifications.

We realize the significance of impartiality in carrying out our management system certification activities, handling conflict of interest and ensuring the objectivity of our management system certification activities. We desire to accomplish our goals as a major worldwide accredited certification body. The reality that we understand in a good business sense involves the effective management of our customers, personnel and certification process. It will be a basic and essential component of our business approach.

This is accomplished through:

1. Providing a worldwide certification program in compliance with ISO 17021-1:2015, which is unbiased and objective to all who desire to avail themselves of our service,
2. Delivering the customers with a professional service that is recognized to add benefit to their enterprise and satisfy their expectations,
3. Caring for and valuing our personnel educate our personnel to deliver Audits that satisfy our clients, supervisory bodies and the requirements we set,
4. Building an open exchange of information and facts with organizations and the community of the certification service that we provide,
5. Constantly enhancing the certification service in various perspectives
6. Communicating this policy to our personnel, customers and interested people.

Objectives

1. Endeavour towards a measurement of 100 % on degree of public confidence on its certification services.
2. Ensuring a higher competitive level of 100% KSA demonstration (knowledge, Skill & Attitude) of auditors and regular updating of its auditors' knowledge and skills.
3. Ensuring 100% effectiveness of control measures for the risks analysed for providing competent and impartial certification.
4. Prompt and 100% resolution of all client's appeals and complaints by ensuring fair appeals and complaints handling procedure.
5. Ensuring 100% higher responsibility in upholding impartiality in technical reviews and decision-making processes of GR.

Policy Approved & Signed by :

Certification Manager
Gabriel Registrar Certificate Issuing Services LLC



Date : 04 April 2024