

**TNSA CERT commits to provide certification services meeting key requirements of:**

**“INDEPENDENCE - IMPARTIALITY - COMPETENCE - RESPONSIBILITY - OPENNESS -  
CONFIDENTIALITY & RESPONSIVENESS TO COMPLAINTS”.**

Following the quality policy, as described below, is considered a vital factor for TNSA CERT development.

TNSA CERT will only grant certification for a client if TNSA CERT finds sufficient evidence of conformity;

TNSA CERT commits to comply with requirements and continually improve the effectiveness of the quality management system to ISO/IEC 17021, and to strictly follow the above key requirements to provide value to TNSA CERT customers and interested parties at the highest level.

TNSA CERT is committed to an operating philosophy based on fairness and wellbeing for employees, customers and the communities in which it operates.

Quality means understanding our client's requirements and making every effort to surpass them, while at the same time complying with our standards and policies and our statutory and regulatory obligations.

TNSA CERT aim and task is to provide reliable certification services which fulfill the requirements and requests of our customers as well as other interested parties at all times and furthermore to ascertain and consider customer TNSA CERT services are available to all customers and are applied without discrimination.

Our four objectives for the certification activities are:

- to ensure that our methods are reliable and impartial and are implemented following good professional practice
- to ensure confidentiality of the information provided for the certification process
- to ensure that our activities comply with International Standards, National and International Requirements.
- to maintain a management system in accordance with the accreditation standards and the continues improvement model.

In addition, TNSA CERT is committed to continually improving the effectiveness of the Management System as well as its culture and performance. TNSA CERT believes that quality performance is an integral part of efficient and sustainable business management, thus it commits to apply the necessary and requisite measures in its processes.

In order to fulfill the company objectives, TNSA CERT has or will secure the required accreditations and/or recognitions from accreditation bodies, standards owners, authorizing bodies and government agencies.

Overall, TNSA CERT has developed and will maintain a Management System in accordance with the international standards ISO/IEC 17021, and any other applicable national standard.

Management and staff of TNSA CERT are responsible for compliance with the corporate policy and the requirements of the Management System. They are obliged to observe the measures stipulated

and required to contribute towards improvements. They are committed to fully understand the importance of impartiality in carrying out their TNSA CERT activities.

TNSA CERT to the management of any conflict of interest, so as to ensure the objectivity of services.

TNSA CERT is committed to achieve Compliance to *ISO/IEC 17021-1:2015* and the relevant IAF Guidance documents, as well as any relevant communiqués published time to time, throughout their business operations, whilst ensuring compliance with applicable laws & regulations and relevant accreditation body requirements.

TNSA CERT endeavors to achieve operational excellence, enhancement of customer satisfaction and continual improvement in its processes associated with the Management Systems Certification to the applicable criteria.

TNSA CERT endeavors to provide its services to the highest professional standards and aligned with best business ethics, thus ensuring the objectivity of its management system certification activities.

TNSA CERT considers impartiality to be defined as the actual and perceived presence of objectivity. Impartiality is the principle that ensures that decisions are based on objective evidence obtained during assessments, not on the basis of bias or prejudice caused by influence of different interests of individuals or other involved parties. Threats to impartiality are always recognized, reviewed and controlled by the Advisory Board for Safeguarding Impartiality.

Impartiality is mainly assured by independence of staff, competence of audit teams, exercising due professional care in conducting the audits, collecting of objective evidence and independent certification decisions.

TNSA CERT understands the importance of impartiality in carrying out our management system certification activities and will manage conflicts of interest and ensure the objectivity of related activities.

### **Competence:**

TNSA CERT adopts a policy of recruiting personnel who possess suitable qualifications and appropriate training and experience. It assesses the resources required to undertake each audit and assigns suitably skilled staff to the work, provides a good distribution of skills to auditing tasks and a sufficient number of persons for the audit.

### **Responsibility:**

When considering responsibility to assess sufficient objective evidence upon which to base a certification decision, TNSA CERT insists on fairness, objectivity and factual data. Decisions are taken only when audit related information includes everything that is necessary to determine or demonstrate the truth of an assertion.

### **Openness:**

By implementing this principle, TNSA CERT establishes rules for providing public access or disclosure of non-confidential information by responding positively to requests for information, answering requests for information quickly and helpfully, giving reasons for not providing information where this is not possible, ensuring that there are clear and effective arrangements to deal with complaints and concerns about provided certification services and access to information, and ensuring that these arrangements are clearly made public and effectively monitored.

### **Confidentiality:**

TNSA CERT ensures that information is accessible only to those interested parties authorized to have access and specific rules in this respect are established for auditors, administrative staff and other interested parties. Information related to customers will not be used or disclosed for purposes other than registration of the management system without the client's explicit consent, or where there is a legal justification to do so.

### **Responsiveness to complaints:**

All complaints will be investigated and responded to quickly and within specified time targets. The complaint handling process recognizes the need to be fair to both the complainant and the organization or individual against whom the complaint is made and, if the complaint is found to be valid, reasonable effort will be made to resolve the complaint by appropriate measures.

### **Potential Threats and Management of Risks to TNSA CERT Impartiality:**

In order to continually provide the Impartial Services TNSA CERT has identified potential threats to its impartiality and the Preventive Actions as follows:

#### A.1 Self-Review:

- Application Process influenced by Consultants:
- Contract Review Process:

#### A.2 Self-Interest:

#### A.3 Familiarity (or trust):

#### A.4 Intimidation:

- Consultants may try choosing an Auditor.
- Consultants may be present at the time of assessment and may intimidate Assessors.

A.5 TNSA CERT does not accept application for *ISO 9001:2015* or other schemes from a Certification Body who is already providing Certification of *ISO 9001:2015* or other schemes. TNSA CERT does not certify its competitors i.e. other Certification Bodies.

A.6 TNSA CERT does not provide any Management System Consultancy services to organizations providing "Internal Audit Service" to any of TNSA CERT certification applicants. TNSA CERT ensures that its Senior Management Personnel are appointed on condition that they do not have any such current conflicting Management Consultancy interest and that they have not been engaged in any such conflicting activities during the 2 years prior to their appointment.

A.7 TNSA CERT does not market or offer its services as being linked with the activities of an organization that provides management system consultancy nor does it promote any such organization to an applicant organization.

A.8 TNSA CERT applies suitable controls when its impartiality may be affected by any consultancy organization towards its clients or assessors.

**Compliance with the foregoing policies will be ensured by establishing quantifiable and measurable Quality and Business Objectives at relevant functions & levels within TNSA CERT. These will be reviewed as a minimum annually and will be linked into the TNSA CERT Annual Management Review.**