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**Geo Chem Independent Quality Certification Services L.L.C** (referred as GCIQCS) is an accredited Certification Body and Compliance Service Provider operating to assure products do fulfill certification requirements of all companies wishing to place their products inside GCC Countries, as per the applicable regulations of MoIAT, SASO, SFDA and GSO etc.

GCIQCS Dedication to Quality Services Ensures that we are always responsive to client's need and committed to provide effective solution for them with our expert panel having vast experience in technical field.

## 1 Our Commitments

GCIQCS is always committed to provide top level standardization services not just a product, GCIQCS aim to provide **timely, accurate and impartial conformity assessment** to customers, by impeccable decisions as per related schemes and standard.

Top management, always stand up for Quality department and the whole team members, are accountable for the implementation of Quality policy by:

- Meeting customer expectation and requirements
- Timely internal audit for continual improvement in certification operations through resources provision and trainings for upgrading knowledge and supervision of related personnel.
- Monitoring Quality Objectives and implementation Action plans for accomplishments.

GCIQCS employees will contribute to our GCIQCS Objectives which is Customer Focus and Highest Quality Services.

## 2 Our principles

- To support our clients in achieving their goals of penetrating targeted GCC and Middle East markets by certifying them according to applicable schemes and related list of approved standards.
- To offer all our services with credibility, reliability, integrity, and efficiency
- To exceed our customers' expectations with innovative and adapted Pledge, Certification and inspection services for their operations and supply chain.

Our claim "Innovation, Excellence and Confidence." represents the essence of the mission statement and slogan "Our Loyalty is Our Royalty" Ensures our commitment toward High Quality Services.

## 3 Non-discriminatory Conditions

- GCIQCS bases the relationship with its clients on the principle of equal opportunity does not discriminate any applicant with respect to all aspects of the certification policies and procedures adopted by GCIQCS.
- GCIQCS policies, procedures and services shall always be administered in a way that provide availability and convenient accessibility to all its clients whom activities fall under the scope of certification without any discriminative potentiality.
- All GCIQCS clients are treated in the same unconditional non-discriminatory way regardless of the client size, service requested, certification type and scope needed. All what is required from applicant is to comply with certification requirements, which are equal and like all applicants.
- On a regular basis, GCIQCS performs periodic revision to the specific scheme requirements and its own process of application submission, review, evaluation and decision, to assure that the procedures are limited to the specific desired scope of certification and that no unnecessary delayed or troubles are faced by applicant

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#### 4 Confidentiality:

- The protection of GCIQCS Client's data is the responsibility of all members of GCIQCS.
- All persons and committees having access to any client data are subject to the confidentiality provisions as per their Standard procedure.
- GCIQCS Services shall have adequate arrangements consistent with applicable laws to safeguard confidentiality of the information obtained during its certification activities at all levels of its organization, including committees and external bodies or individuals acting on its behalf.
- All GCIQCS team members (employees, independent experts, Management, etc.) shall maintain the confidentiality of the information referenced above. Confidentiality of such information is addressed in the agreements signed by independent/ subcontractor experts and all other team members. Within GCIQCS, confidential information should be discussed only with those who, according to their position description, play a role in the different steps of the Certification Process.
- Where the law requires information to be disclosed to a third-party, the client shall be informed of the information provided as permitted by the law. This is conveyed through signing the certification agreement.
- Any 3<sup>rd</sup> party other than GCIQCS (Accreditation bodies, subcontractor, client) involved in certification activities, must sign the confidentiality (non-disclosure agreement) to gain access to the specific information needed to perform a specific task.
- All the Employees of GCIQCS understand confidentiality procedure upon appointment and needed to sign Non – Disclosure Agreement – STAFF for ensuring their obligation to ensure non-disclosure for company and client Confidential Information and Proprietary Data. Further trainings for Code and ethics are provided for them for further provision for keeping information confidential.

#### 5 Independence Declaration

- GCIQCS represents an independent legal entity having its own departments: including Quality, Conformity, Business Development, Human Resources, and Finance Department
- GCIQCS does not receive any financial support other than the invested in it (including deposits) and the sales of its services.
- GCIQCS connects with business relationships with subcontractors for all other activities that might be needed to the certification process. Those subcontractors went under constant evaluation and monitoring and needed to sign declaration to ensure the impartiality of its certification activities is not compromised.
- GCIQCS does not certify any organization either fully or partially owned subsidiary of GCIQCS. Where they represent the designer, manufacturer, installer, distributor or maintainer of the product aiming to be certified.
- GCIQCS does not Provide any consultancy services either for client management system of consultation for product development process or either provide internal audit for client management system.
- GCIQCS does not promote any consultation companies or any other company that is working in consultation within the scope of certification adopted by GCIQCS. in this regard, GCIQCS does not deceive their clients for seeking consultation

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by implying or declare that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used.

- GCIQCS certification Services and activities are promoted and marketed independently not linked to any other services whether it is consultation, testing, or any other services that might be needed by clients.
- GCIQCS does not pay any commissions to consultants therefore there can be no pressure exertion on the certification body by consultant or any other party.
- GCIQCS does not allow any pressure from other certification bodies, clients, consulting organizations, subcontractors, to influence the certification process in the organization.
- GCIQCS Personnel are specialized in performing the certification activities including reviewing, evaluating, decision making, they are not at all interfered in any activity related to consultancy for the scope specified in the certification activities.
- In case GCIQCS personnel has a previous working experience in consultation for the same scope of certification activities, at least a period of 2 years would be mandatory for these personnel not to get involved with any consultation activities of the scope specified in the certification activities to ensure that the review or decision does not compromise impartiality.

Top Management is committed for full compliance and monitoring proper implementation and continual improvement.

**Approved By**

**CEO**

(Manish Kumar)

Date: 13.05.2023

