

Callids Global Quality and Standardization Certificates Issuing Services LLC (CG) based on that definition, hereby confirms implementation and adherence to the following policies:

1. It is the policy of CG to operate its Certification operations by ensuring the viability of the value of certification, accessibility of its services to all users of Certification and these shall be applied in a manner necessary to preserve the guiding principles of impartiality, competence, responsibility, openness, confidentiality, and responsiveness.
2. CG (including its staff, auditors, subcontractors, and agents) shall not participate in the designing, implementation or maintenance (including Internal Audit) of the management systems of its Certification customers and shall not have been engaged in such activities in the two years prior to the client's receipt of CG's Certification services.
3. CG embark on responsibility to inculcate confidence in the delivery of its Certification services to customers and parties that have an interest in Certification. This shall be achieved by upholding the principles of impartiality (including taking action against threats, i.e., from self-interest, self-review, familiarity, intimidation), competence, responsibility, openness, confidentiality and responsiveness to complaints.
4. In the management of impartiality, CG recognizes the possibilities for conflicts of interests arising from relationships of those persons or organizations having an interface with CG. This includes staff, sub-contractors, and agents. CG undertakes to complete a thorough assessment of the risks and the residual risks to impartiality and to determine the action to be taken to eliminate or minimize those risks. The risk assessment process will be on-going and will be maintained over all operations, services of CG and associated Management Review process.
5. CG Certifications is committed to provide and maintain a high quality, professional and impartial service as agreed for certifying clients' management systems which meets the requirements of all the relevant international, national and or other standards and or regulation normative documents and specifications as required by the accreditation authorities.
6. The top management of CG has the ultimate authority and responsibility to ensure the effective operation of CG's management system by ensuring the appropriate resources are available and deployed.
7. All personnel involved in the Certification operations are committed to understanding this policy, complying with the principles and documentation, and maintaining continued competence.

It is understood by the top management of CG that it is required to evaluate its systems, procedures, and practices from time to time to ensure that impartiality in its certification is maintained. Parties with an interest in the certification services of CG are invited, by this policy, to submit any proposals, comments, or relevant observations on the services of CG, such that these may be considered by CG as part of its evaluation process for continual improvement.

Policy Approved by: Certification Manager

Callids Global Quality and Standardization
Certification Issuing Services LLC (CG)

Date: 20 August 2022.