

Company Policy

THE Q is an accredited Certification Body and Compliance Service Provider operating to assure products do fulfill local requirements of United Arab Emirates and Kingdom of Saudi Arabia for all companies wishing to market their products inside UAE and KSA, as per the applicable local standards for MoIAT, SASO and GSO.

The Q Dedication to Quality Services Ensures that we are always responsive to clients' needs and committed to providing an effective solution for them with our expert panel having vast experience in the technical field.

1 Our Commitments

The Q is always committed to providing top level standardization services not just a product. The Q aims 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 Company policy by:

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

THE Q employees will contribute to our THE Q Objectives which are 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

- THE Q bases the relationship with its clients on the principle of equal opportunity and does not discriminate against any applicant with respect to all aspects of the certification policies and procedures adopted by THE Q.
- THE Q policies, procedures and services shall always be administered in a way that provides availability and convenient accessibility to all its clients whose activities fall under the scope of certification without any discriminative potentiality.
- All THE Q 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 applicants is to comply with certification requirements, which are equal and like all applicants.
- On a regular basis, THE Q 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 delays or troubles are faced by applicants.

4 Confidentiality:

- The protection of THE Q Client's data is the responsibility of all members of THE Q Certificates Issuing Services.
- All people and committees having access to any client data are subject to the confidentiality provisions as per their Standard procedure.
- THE Q 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.



QUALITY CERTIFICATES ISSUING SERVICES

- All THE Q 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 THE Q, 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 3rd party other than THE Q (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 THE Q 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 training in the Code and ethics are provided for them for further provision for keeping information confidential.

5 Independence Declaration

- THE Q represents an independent legal entity having its own departments: Quality, Conformity, Business Development, Human Resources, and Finance Department
- THE Q does not receive any financial support other than the money invested in it (including deposits) and the sales of its services.
- The Q connects business relationships with subcontractors for all other activities that might be needed for the certification process. Those subcontractors went under constant evaluation and monitoring and needed to sign a declaration to ensure the impartiality of their certification activities is not compromised.
- THE Q does not certify any organization, either fully or partially owned subsidiary of THE Q. Where they represent the designer, manufacturer, installer, distributor, or maintainer of the product aiming to be certified.
- THE Q 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.
- THE Q does not promote any consultancy companies or any other company that is working in consultation within the scope of certification adopted by THE Q. in this regard, THE Q does not deceive their clients for seeking consultation by implying or declare that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used.
- THE Q 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.
- THE Q does not pay any commissions to consultants therefore there can be no pressure exertion on the certification body by consultant or any other party.
- THE Q does not allow any pressure from other certification bodies, clients, consulting organizations, subcontractors, to influence the certification process in the organization.
- THE Q 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.

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

Signed by:
Ms. Jannicken Silvestre
Operation Manager
The Q Quality Certificates Issuing Services