



isonike

Quality,
Professionalism And
Security Policy

Quality, Professionalism and Security Policy

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0. Table of Contents

0.	Table of Contents.....	2
1.	Preamble	3
2.	Policy	3

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1. Preamble

- 1.a. The purpose of this document is to communicate the Quality, Professionalism and Security Policy of ISONIKE to its clients and its potential clients.
- 1.b. ISONIKE Ltd mission is to provide certification and inspection services that contribute positively in the wellbeing of all stakeholders and the society.
- 1.c. Innovation, excellence, security and providing world-class service that aims to exceed customer's expectations are our drives and inspire our strategic planning and everyday operations.

2. Policy

While operating with business ethics and professionalism we are fully committed to the core certification principles:

- Impartiality
- Competence
- Responsibility
- Openness
- Confidentiality
- Responsiveness to complaints
- Risk based approach.

Our people are the quintessence of our operations. They form the dynamic drive that makes everything happen. That is why the human factor is one of our most valued assets.

We always respect and honor our responsibility to assess conformity to standards, audit criteria and regulatory framework. We do this professionally, based on evidence of conformity.

ISONIKE Ltd commits to conform with requirements and continually improve the effectiveness of the quality and security management system to ISO/IEC 17021-1, ISO/IEC 17020 and ISO/IEC 27006:2015 and strictly follow above key requirements to provide value to our customers and interested parties at the highest level.

In ISONIKE Ltd we all believe, commit and make no compromises to this quality, professionalism and security policy. On this respect, we regularly review the policy for continuing suitability.

Our aim is to:

- Deliver world-class services and meet our customers' needs.

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- Be known and recognized for our knowledge and reliability, along with our accuracy and consistency.
- Maintain confidentiality, integrity and availability of information.
- Nurture a culture of quality and security with the full support of management and the engagement of all our people.
- Ensure that all members are aware and fully comply with the policies of the organization and understand their responsibilities.

Therefore, ISONIKE Ltd commits to:

- Place its customers at the center of everything we do.
- Actively adapt to industry and customer needs and expectations and innovate in our quality and security statement to meet them.
- Continuously meet and satisfy customer's needs, expectations and requirements.
- Continuously improve its quality and security management system by setting and reviewing the objectives, risks, KPIs, results and customer satisfaction levels.
- Develop and maintain the processes needed to deliver high quality, secure, optimized and coherent services.
- Continuously measure and evaluate the available resources needed and their adequacy and competence.
- Continuously measure, maintain and increase knowledge through controlled processes of recruitment, training and evaluation.
- Respect confidentiality, integrity, availability and individual privacy whilst remaining transparent in all necessary aspects.
- Handling information appropriately and according to its data classification.
- Ensuring business continuity and minimizing adverse effects on operations.
- Protect ISONIKE's intellectual property and know-how.
- To comply with the legal requirements.
- Regularly assess and review the risks of all activities, in terms both of quality and security, and appropriately treat those risks.

These commitments apply to all ISONIKE's people and contractors.

The Top Management is responsible for ensuring full compliance with all ISONIKE's policies.

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