# isonike

# Responsibility Policy

| **Responsibility Policy** |
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# Responsibility Policy

## 1.    Preamble

a.    The purpose of this document is to communicate the policy of ISONIKE to provide responsibility.

b.    ISONIKE recognizes that operating in a responsible manner is of highly importance.

## 2.    Policy

ISONIKE operates in a responsible manner, so that clients can have confident in the quality of the Services. All stakeholders, internal and external personnel are herewith aware of the need of responsibility.

Therefore, ISONIKE commits:

- To have responsibility for the certification activities.
- To have responsibility for certification decisions, including granting, maintaining, renewing, extending, reducing, suspending and withdrawing.
- To assess sufficient objective evidence upon which to base a certification decision.
- To make decisions, based on objective evidence and audit conclusions, to grant certifications if there are sufficient evidence of conformity, or not to grant certification if there is not sufficient evidence of conformity.
- To act with impartiality, as stated at the "*PO003 Impartiality Policy*".
- To provide people with competence while conducting its activities.
- To take responsibility for all certification activities outsourced to other bodies or agencies.
- To keep confidential (as applicable) all information obtained or created during its activities.
- To provide information and update clients on:
    o certification activities
    o the normative requirements for certification
    o information about fees
    o the requirements from clients
    o the rights and duties of certified clients
    o processes for handling complaints and appeals
- Due notice the certified clients of any changes to the requirements for certification.
- Continuous improve.
- Meeting all relevant legislation

The certified client, and not the certification body, has the responsibility for consistently achieving the intended results of implementation of the management system standard and conformity with the requirements for certification.

NOTE

Any audit is based on sampling within an organization's management system and therefore the responsibility of the certification body is limited to the sample examined. There is no warrantee of 100% conformity with requirements.