

# Quality Policy

Quality is the cornerstone of CERTI-TRUST's technical, operational, and client service delivery processes. Our quality service culture is characterized by client focus and continuous improvement.

The delivery of quality service is the responsibility of everyone at CERTI-TRUST. In our long-term pursuit of quality, our people will strive to:

- Meet client needs and exceed client expectations.
- Respond quickly and wisely to rapid changes in the business environment and evolving client needs.
- Attract and retain clients by being more efficient and rigorous.
- Implement and maintain a management system compliant with accreditation requirements.

To ensure the continued success of the quality initiative, our leadership will:

- Maintain an absolute, proactive, and long-term commitment to client-focused continuous service improvement and the fulfilment of accreditation requirements.
- Provide, promote, and encourage techniques that improve customer experience and drive process improvement.
- Act as role models by promoting CERTI-TRUST quality values internally and externally.
- Ensure that everyone complies with our quality procedures.

CERTI-TRUST has established an Impartiality and Ethics Committee to ensure strict adherence to impartiality requirements and to conduct periodic reviews of our internal arrangements.

The Directors, management, staff, subcontractors, and partners of CERTI-TRUST are fully committed to providing all clients and prospective clients with a service that meets their requirements and those of interested parties (Accreditation Bodies, National Security Authorities).

The certification process ensures that all audits/evaluations and certification decisions are conducted in accordance with the requirements of the relevant accreditation standard. In addition, CERTI-TRUST is fully committed to complying with all applicable regulations, relevant accreditation standards, and the requirements of any regulatory bodies.

CERTI-TRUST ensures that a professional service is offered to clients through trained, experienced, and competent audit and support staff.

CERTI-TRUST continually seeks to improve the services it offers by acting on client feedback, conducting regular internal and external audits, reviewing reports, appraising and supervising staff, and holding management meetings and management reviews.

Any client who is dissatisfied with any aspect of the service provided by CERTI-TRUST is encouraged to submit a written complaint. Complaints will be promptly acknowledged, thoroughly investigated, and responded to with feedback in a timely manner.

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Any client who disagrees with a certification decision has the right to appeal. Appeals will be handled by an independent appeals panel, which may include individuals who are not employees of CERTI-TRUST.

In conducting certification activities, CERTI-TRUST recognizes the importance of ensuring that the certification process—and all audits and evaluations—are conducted impartially and professionally, and that no conflict of interest exists. Accordingly, checks are implemented throughout the certification process to identify potential conflicts of interest, and the Impartiality and Ethics Committee oversees the governance and operations of CERTI-TRUST, particularly the certification process.

I commit to allocating the resources required to enable CERTI-TRUST to achieve its quality objectives and maintain accreditations, in order to deliver high-value services to our clients.

Chief Executive Officer  
Bruce Xiste

Date: January 6<sup>th</sup>, 2026



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