COMPANY POLICY

RACS Quality Certificates Issuing Services is a 3rd party conformity assessment body providing certification services for products and facilities as per the guidance of ISO/IEC 17065, UAE, SASO and GSO applicable standards.

RACS strives for continuous improvement of our Certification processes.

We believe that our quality System, supported by our expertise, resources and code of ethics, ensure the continual delivery of high quality, added value services offered and delivered to our clients.

Our Quality Commitments:

We are committed to provide timely, thoroughly and impartial assessment of customers, by accurate determination/decision about Certification according to Certification Schemes & related applicable Standards.

Top management, supported by quality department and the whole team members, is responsible for the implementation of this policy by:

- Continuously meet customer requirements.
- Continuously audit and improve certification operations efficiency through known principles reinforcing and supporting resources' capabilities through extensive training, sharing knowledge and supervision of related personnel.
- Cascading common objectives and monitoring relevant action plans.
- Ensuring maintainable progress through internal and external audits.

By doing this, all RACS employees will contribute to the first of our "RACS Objectives": Customer Focus.

Our principles:

- Customer requirements can always be met.
- Company efficiency depends on individual competences, continuous training and employees' commitments.
- All processes are described directly, shared controllably, and improved continuously.

Non-discriminatory conditions:

- RACS QUALITY Bases the relationship with its clients on the principle of equal opportunity and fair treatment and does not discriminate any applicant with respect to all aspects of the Certification policies and procedures adopted by RACS QUALITY.
- RACS QUALITY Policies, procedures and services shall always be administered in a way that provide availability and convenient accessibility to all its clients whom activities fall under the scope of Certification without any discriminative potentiality.
- All RACS 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 applicant is to comply with certification requirements, which are equal and similar to all applicants.
- On a regular basis, RACS Quality 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 delayed or troubles are faced by applicant

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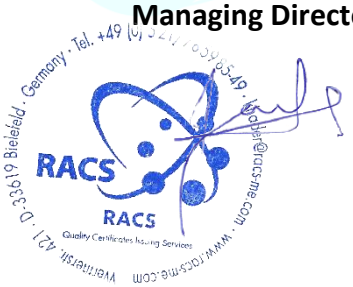
Independence declaration:

- RACS represents a separate legal entity conducting certification activities as an independent certification Body.
- RACS does not receive any financial support different than the invested in it (including deposits) and the sales of its services.
- RACS connects with business relationships with subcontractors for all other activities that might be needed to the certification process. Those subcontractors undergo constant monitoring and evaluation to ensure the impartiality of its certification activities is not compromised.
- RACS does not certify any organization either fully or partially owned subsidiary of RACS. Where they represent the designer, manufacturer, installer, distributor or maintainer of the product aiming to be certified.
- RACS does not Provide consultancy neither on certified products nor on client management system; or provide internal audit for client management system.
- RACS does not provide any management system consultancy or any other consultancy where it is in direct or indirect conflict of certification activities.
- RACS does promote any consultation companies neither for itself nor for any other company that is working in consultation within the scope of certification adopted by RACS. in this regard, RACS does not mislead its clients seeking consultation by implying or stating that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used.
- RACS 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.
- RACS does not pay any commissions to consultants therefore there can be no pressure exercised on the certification body by consultant
- RACS does not allow any pressure from other certification bodies, clients, consulting organizations, subcontractors, to influence the certification process in the organization. If other certification body
- RACS 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.
- In case RACS personnel has a previous working experience in consultation for the same scope of certification activities, at least a period of 2 years would be mandatory for these personnel not to get involved with any consultation activities of the scope specified in the certification activities to ensure that the review or decision does not compromise impartiality.
- RACS is not the designer, manufacturer, installer, distributer or maintainer of the product; Service, Process intended to be certified.

Managing Director



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