

Company Policy

Introduction

TABSEER Company is a 3rd party Conformity Assessment Body specialized in providing product certification services according to ISO/IEC 17065:2012, technical regulations and international standards.

TABSEER strives for continuous improvement of its conformity processes. We believe that our quality system, supported by our expertise and resources, ensure the continual delivery of high quality, added value services offered and delivered to its clients.

Our Commitment to Quality:

We are committed to providing clients with comprehensive, timely and objective assessment of products and services. This accomplished by carrying out accurate and professional processes according to the updated methods, certification schemes and related applicable standards.

The implementation of this policy performed by the members of the top management, led by the company CEO and supported by the rest of the team members. Our commitment to quality and customer satisfaction reflected through the following values:

- Fulfilling customers' requirements.
- Continuously auditing and improving certification operations through known principles.
- Reinforcing and supporting resources' capabilities through continuous training, sharing knowledge and supervision of related personnel.
- Sharing common objectives and monitoring relevant action plans.
- Ensuring continuous progress through internal and external audits.

By following these values, all employees will be able to contribute to TABSEER's first objective "Customer Focus".

OUR PRINCIPLES

- Meeting customer's expectations.
- Providing continuous training to employees.
- Depending on the competence and commitment of individuals to increase the company's efficiency.
- Carrying out processes collaboratively and encouraging continuous improvements.

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Non-discrimination Policy

- a) TABSEER follows the principle of equal opportunity and fair treatment in its relationship with clients, and does not discriminate against any applicant in matters of certification procedures.
- b) TABSEER's policies services are convenient and accessible to all clients whose activities fall within the framework of certification without any discrimination.
- c) TABSEER's clients treated in the same non-discriminatory manner regardless of the size of the client's corporation, requested service, certification type, and required scope. The applicant is in turn required to comply with the certification requirements, which in no way differ from one applicant to another.
- d) TABSEER periodically revises the specific scheme requirements and its process of application submission, review, evaluation and decision. This is to ensure that the procedures are concerned only with the desired scope of certification, and that no unnecessary delays or troubles hinder the applicants.

Independence Declaration

- a) TABSEER is an independent certification body functioning as a separate legal entity.
- b) TABSEER does not receive any financial support different from that invested in it (including deposits) and the sales of its services.
- c) TABSEER liaises with subcontractors for activities that might needed to complete the certification process. Those subcontractors constantly monitored and evaluated to ensure the impartiality of the certification activities they carry out.
- d) TABSEER does not provide consultancy services on the company scope of certified products.
- e) TABSEER does not provide any management system consultancy or any other consultancy where it is in direct or indirect conflict of its scope of activities.
- f) TABSEER does not promote any consultation companies neither for itself nor for any other company that is working in consultation within the scope of certification adopted by TABSEER.
- g) TABSEER 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.
- h) TABSEER certification services and activities not linked to any other service in their promotion. All services including testing, or other services that might needed by clients marketed independently.
- i) TABSEER does not pay any commissions to consultants; therefore, there can be no pressure exercised on the certification body by consultants. TABSEER does not allow any pressure from other certification bodies, clients, consulting organizations, subcontractors, to influence the company's certification process.

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- j) TABSEER personnel are specialized in performing the conformity activities including reviewing, evaluating and decision-making. They do not at all interfere with any activity related to consultancy for the scope specified in the certification activities.
- k) TABSEER mandates employees who have previous working experience in consultation for the same scope of certification activities, to not get involved with any consultation activities of the scope specified in the certification activities for at least 2 years. This is to ensure that impartiality not compromised during the review or decision process.
- l) TABSEER is not the designer, manufacturer, installer, distributor or maintainer of the product intended to be certified.

Top management "CEO" is committed to full compliance with this declaration and continuously monitors its proper implementation.

CEO

Emad Essa



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