QUALITY POLICY

At INSPIRE CERT, quality is embedded in our technical, operational, and client service delivery processes. Our commitment to excellence is driven by a strong client focus and a dedication to continuous improvement across all aspects of our operations.

The delivery of exceptional quality service is the responsibility of everyone at INSPIRE CERT. As we strive for long-term success in quality certification, our team will:

- Respond proactively and strategically to evolving business conditions and dynamic client requirements.
- Build lasting relationships with clients by delivering best-in-class certification services.

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

- Uphold an unwavering, forward-thinking commitment to client-focused service enhancement.
- Establish an Impartiality Committee dedicated to enforcing impartiality standards and periodically reviewing their effectiveness.

Our certification procedure guarantees that all audits and certification decisions are conducted in strict compliance with relevant standards. Furthermore, INSPIRE CERT remains fully committed to adhering to AB regulations, certification standards, and requirements set forth by regulatory bodies.

To maintain professionalism in our services, INSPIRE CERT engages qualified, experienced, and competent auditors, certification specialists, and support personnel. Continuous improvement is embedded in our approach, driven by

- Client feedback analysis.
- Routine internal and external audits.
- Comprehensive review processes for reports, personnel, and management operations.

Clients dissatisfied with any aspect of INSPIRE CERT's services are encouraged to submit written complaints, which will be promptly addressed and thoroughly investigated.

Clients who disagree with a certification decision have the right to appeal, which will be reviewed by an independent Appeals Committee composed of professionals unaffiliated with INSPIRE CERT.

Throughout our certification activities, INSPIRE CERT recognizes the critical importance of impartiality. We are committed to ensuring that certification processes and audits are free from conflicts of interest. Comprehensive integrity checks are incorporated throughout the certification process, and our Impartiality Committee provides oversight to safeguard the fairness, objectivity, and transparency of INSPIRE CERT's operations.

By consistently prioritizing quality, impartiality, and client satisfaction, INSPIRE CERT aims to be a trusted and leading certification body, committed to driving excellence and credibility in certification standards.