

MANAGEMENT SYSTEM POLICY

WAU Certification Private Limited is committed to delivering **competent, impartial, consistent, and value-adding** management system certification services to all clients, without any discrimination or undue influence.

We will:

1. **Compliance & Integrity**
 - Operate strictly in accordance with **ISO/IEC 17021-1**, applicable scheme-specific standards (e.g., ISO 22003-1, ISO 17021-3), and accreditation body requirements.
 - Ensure all decisions are based on objective evidence, free from bias, and safeguarded from conflict of interest.
2. **Impartiality & Independence**
 - Maintain an impartiality framework to identify, analyze, and mitigate potential threats to impartiality, including self-review, self-interest, familiarity, intimidation, and financial pressure.
 - Ensure that no commercial, financial, or other pressures compromise certification decisions.
3. **Competence & Consistency**
 - Employ and contract qualified, trained, and evaluated auditors, technical experts, and decision-makers to ensure competence is maintained and enhanced through regular CPD (Continuing Professional Development).
 - Apply consistent processes for application review, audit planning, execution, reporting, and decision-making.
4. **Customer Focus**
 - Provide certification services that add value to the client's management system while maintaining the integrity of certification.
 - Ensure transparent communication with clients on requirements, processes, outcomes, and complaints handling.
5. **Confidentiality & Transparency**
 - Protect client information and records from unauthorized access, ensuring confidentiality and data protection at all times.
 - Make publicly available accurate information about our certification processes, schemes offered, and the status of granted, suspended, or withdrawn certifications.
6. **Continual Improvement**
 - Regularly review our management system, risks, impartiality measures, and performance indicators to ensure suitability, adequacy, and effectiveness.
 - Enhance our processes and capacity to meet changing regulatory, market, and accreditation requirements.
7. **Responsibility to Stakeholders**
 - Manage WAU Certification Private Limited responsibly to ensure sustainability, financial stability, and fulfilment of obligations to clients, staff, regulators, and accreditation bodies.

This policy is communicated to all personnel and relevant stakeholders, is publicly accessible, and is reviewed annually to ensure continuing relevance and alignment with WAU's mission, values, and accreditation requirements.



Approved By
Chief Executive Officer (CEO)
Date: 05-12-2024