



## RACS Quality Certificates Issuing Services Company Policy

RACS/GEN/DOC/01 Rev.05

Revision Date: March 25, 2023

RACS QUALITY is a Conformity Assessment Body providing certification and inspection services for Products and facilities as per the guidance of ISO/IEC 17065, ISO/IEC 17020, ESMA, SASO, SFDA and GSO applicable standards.

RACS strives for continuous improvement of its certification and inspection process. 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 and inspection according to certification and inspection schemes & related applicable standards.

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

- Continuously meet customer requirements.
- Continuously audit and improve certification and inspection 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 our RACS Objectives which is 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 and inspection 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 and inspection without any discriminative potentiality.
- All RACS clients are treated in the same unconditional non-discriminatory way regardless of the client size, service requested, certification and inspection type and scope needed. All what is required from applicant is to comply with certification and inspection 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 inspection and that no unnecessary delayed or troubles are faced by applicant.

Prepared by: Q.O.	Reviewed by: Q.A.M.	Approved by: M.R.
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### Independence Declaration

- RACS represents a separate legal entity conducting certification and inspection activities as an independent certification and inspection 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 inspection activity services will not be procured from subcontractor.
- RACS does not certify and inspect 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 and inspected 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 and inspection activities.
- RACS does not promote any consultancy companies neither for itself nor for any other company that is working in consultation within the scope of certification and inspection adopted by RACS. In this regard, RACS does not mislead its clients seeking consultation by implying or stating that certification and inspection would be simpler, easier, faster or less expensive if a specified consultancy organization were used.
- RACS certification and inspection 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 and inspection body by consultant
- RACS does not allow any pressure from other certification and inspection bodies, clients, consulting organizations, subcontractors, to influence the certification and inspection process in the organization.
- RACS Personnel are specialized in performing the certification and inspection 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 and inspection activities.
- In case RACS personnel has a previous working experience in consultation for the same scope of certification and inspection 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 and inspection activities to ensure that the review or decision does not compromise impartiality.
- RACS is not the designer, manufacturer, installer, distributor or maintainer of the Product, Service, Process intended to be certified.

Top Management is committed to full compliance with this declaration and continuously monitor the proper implementation.

Hamed Sobhi Jamal  
Chief Executive Officer

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