



Quality, business policy and impartial statement of *e.com*-CERT Ltd.

e.com-CERT Ltd. stands in the service of its clients by auditing and certifying their management systems.

Our mission: to take part in promoting the spreading and improving of management systems in communities in a civilized manner thus contribute to the business success of our clients.

We conduct our activities as an independent third party for the sake of the organizations applying for certification providing independent proof that the certified organization's management system is:

- adheres to all requirements,
- is able to consequently reach their stated policy and goals,
- operates successfully

Our goal is to provide a service that bears true value which contributes to the increase and success of their operation.

For the sake of the above mentioned we take the following principles as guidelines:

We offer our services for all prepared organizations without discrimination, partiality and in factual correct manner as an independent certifying body free of conflicts of interests or without being influenced by any commercial factors.

We carry out our duties in a prepared, responsible way adhering to the principle of equal evaluation according to precisely predetermined criteria. These criteria consist of the standards serving as a base for certification, our processes data and information that are available for interested parties publicly.

Our requirements, qualification, and decision are limited to the subject of the certification, as well as we strive to help our partners with constructive feedbacks.

We only take on qualification/certification on fields where we possess auditors/experts with the required proficiency.

We select and apply our auditors and experts with great care according to the predetermined principles of impartiality, preparedness, and abilities. Their training is regular according to the ever changing requirements and challenges.

We expect all of our employees to adhere to our principles and prescriptions therefore we are able to take on full responsibility for their work.

We manage our client's data, information, and documents confidentially.

During our activities we strive to have the best possible time scheduling and ensure professional competence as well as always keeping in mind the requirements.

We frequently measure and evaluate our clients' satisfaction. We accept and investigate any occurring complaints, appeals, and create documented corrective measures.

In order to ever improve the quality of our work we continuously develop our management system with concrete goals.

To be able to provide a consistently high quality service we ensure our financial, human, material, and environmental conditions with planned management. We maintain our activities from the income generated by our services. Our fees do not depend on the outcomes of the certifications.

We accredit our own activities so we are able to prove our appropriate operation for our clients. We take on any responsibilities and obligations derived from being accredited.

Imre TIMÁR
general director

16, March 2017