



In order to establish, maintain and enhance public confidence and trust to clients, customers of the organizations whose management systems are certified, governmental authorities, non-governmental organizations, consumers and other members of the public, the top management of Swiss Certification Services SA is fully committed to the following core values:

- Impartiality
- Confidentiality
- Competency
- Implementation and application of applicable standards and guidance documents
- Customer Satisfaction

This commitment is transposed in Swiss Certification Services SA's daily operation through the application of:

- Application of impartiality, as described in the Impartiality Policy, to provide equal treatment to all clients:
 - Commercial, financial or other pressures to compromise impartiality are not allowed
 - Management system consultancy are not offered nor provided
 - Internal audits services are not offered nor provided
 - Certification of another certification body for its quality management system is not offered nor provided
 - Outsourcing audits to a management system consultancy organization is not allowed
 - Management system consultancy organization services are not marketed nor offered
 - Statement implying that certification would be simpler, easier, faster or less expensive if a specified consultancy organization is used are not allowed
 - Inappropriate links or statements by any consultancy organization will be corrected.
 - Employees, external and contractors are free of self-interest, self-review, familiarity and intimidation
- Application of confidentiality, as described in the Confidentiality Policy, to safeguard privacy of all clients:
 - All information, except information made publicly accessible by the client, are considered as confidential
 - All information considered as confidential will not be disclosed
 - All information obtained or created during certification activities except if required by law
 - Implementation and maintenance an infrastructure in compliance with the state of the art of safety
- Management of human resources to ensure certification activities are conducted by competent personal:
 - Selection of employees and external based on academic background, work experience and knowledge
 - Provide initial and continuous training, in order to set, maintain and develop competences
 - Authorization of auditing staffs based on theory and practical training
 - Monitor auditing staff to ensure sufficient hours of auditing / review to maintain authorization
 - Periodic evaluation based on performances
- Implementation and application of applicable standards and guidance documents:
 - To ensure safety of patients, users, and third parties.
 - To ensure certification activities are based on objective evidences
- Ensure customer satisfaction by:
 - Reviewing client's requirements in order to ensure the ability to meet the requested requirements
 - Manage any conflict of interest
 - Professional handling of complaint and appeals without any prejudice to the complainant / appellant
 - Establish and maintain a management system in compliance with the requirements of ISO/IEC 17021-1

Leslie Biston
Head of Certification

Michael Maier
Executive Director