

Principles and Quality Policy of DVS ZERT GmbH (Extract from the Quality Manual)

The management of the certification body is committed to impartiality in all certification activities.

DVS ZERT certifies in the areas of management systems as well as products and services.

The company is accredited according to DIN EN ISO/IEC 17021-1 and DIN EN ISO/IEC 17065 in order to gain the trust of the authorities, the public and the economy in its professional competence on the basis of European security conditions. For this reason, DVS ZERT carries out certification procedures that are documented by accreditation/notification. Furthermore, the company is recognized by the German Institute for Building Technology (DIBt) as a testing body according to the state building regulations (LBO).

All companies and organizations interested in the certification of management systems, products and services are granted unrestricted access to the services of DVS ZERT, whereby DVS ZERT excludes discrimination of any kind. DVS ZERT may refuse individual customers access to its services if there are demonstrable reasons for not expecting the order to be processed in accordance with the rules.

For reasons of impartiality, DVS ZERT shall not offer consulting services for the establishment of a management or quality assurance system. DVS ZERT does not carry out any internal audits of potential customers and does not outsource any essential functions in the certification process to third parties. All interested parties can inform themselves about the organisational conditions on the basis of the quality management manual (Part 1). The costs for the provision of services to the customer are appropriate to the actual expenses and are the same for all customers. No customer is disadvantaged in the certification procedure.

DVS ZERT does not maintain any contacts with consulting organisations in such a way that consulting and certification are offered in combination. DVS ZERT will reject any inappropriate third-party claims and will proceed against them, if necessary.

The target of DVS ZERT as a neutral certification body is to certify stable management processes and optimum quality to future-oriented customers through the certification of documented quality management systems or quality assurance systems. The certificate from a neutral body confirms the existence and effectiveness of a management system or quality assurance system to potential customers. DVS ZERT strives for national, European and worldwide acceptance of its certificates in order to provide certified customers with competitive advantages in the domestic and global market.

Risk-based approach

DVS ZERT considers possible risks with regard to certification offers and certification activities as well as the expansion/admission of new certification programs:

- neutrality and impartiality of the certification body and its personnel
- legal requirements
- liability claims
- interested parties
- customers
- audit performance (audit targets, random checks in the audit process, health and safety of the audit team)
- wrong interpretation and statements, respectively by certified customers
- use of the brand DVS ZERT (T1, A4 – corporate brand guidelines)

If the risk assessment does not completely exclude a remaining residual risk, the remaining risk shall be demonstrated and measures shall be taken to reduce it to an acceptable level.

Within the scope of analysing possible conflicts of interest, the management of the certification body continuously evaluates the neutrality and impartiality concerning the organisation, persons and related bodies of DVS ZERT.

The neutrality, independence and objectivity of the organisation, persons and related bodies shall be ensured by the management, inter alia, by the following:

- Organisation
 - o Objectives of the company
- Persons
 - o Selection and appointment of auditors, as well as of administrative staff and certification bodies
 - o Declaration of confidentiality and impartiality of auditors for each transaction
 - o Continuous monitoring of the personnel involved in the certification process within the framework of monitoring processes and internal audits
- Associated bodies
 - o Framework agreement

According to Chapter 7.3 of the Quality Management Manual, the executive board monitors the established regulations for dealing with risks and confirms the neutrality and impartiality of the certification body.

Disclosure on the risk is published in the management review and in the status report on a regular basis.

14.11.2024

signed

Tino Gurschke

CEO

signed

Martin Lehmann

CEO