



POLICY STATEMENT

OUR NAME "IETQAN ", DERIVED FROM THE ARABIC WORD MEANS "PERFECTIONISM", IS NOT JUST OUR NAME. IT IS THE CORE DRIVER THAT WE TREASURE, AND THE CODE WE RELENTLESSLY STRIVE UP TO IT.

OUR COMMITMENT PROVIDE THE HIGHEST LEVEL OF INSPECTION, TESTING AND CERTIFICATION SERVICES IN COMPLIANCE WITH THE GOVERNING STANDARDS OF THIS INDUSTRY AND:

- ISO/IEC 17020
- ISO/IEC 17025
- ISO/IEC 17021-1

DEMONSTRATE COMPLIANCE BY THIRD PARTY ACCREDITATION AND REGULATORY AUTHORITIES, INTERNAL AUDITS, MANAGEMENT REVIEWS AND AN EFFECTIVE CORRECTIVE ACTION SYSTEM.

MAINTAIN GOOD PROFESSIONAL PRACTICE OF OUR INSPECTION, TESTING AND CERTIFICATION SERVICES TO OUR CLIENTS.

SERVICES WILL ALWAYS BE CARRIED OUT IN ACCORDANCE WITH STATED STANDARDIZED METHODS AND/OR OUR CLIENT'S REQUIREMENTS.

ALL STAFF CONCERNED WITH INSPECTION, TESTING AND CERTIFICATION FAMILIARIZES THEMSELVES WITH THE QUALITY DOCUMENTATION AND IMPLEMENT THESE POLICIES AND PROCEDURES.

IETQAN WILL WORK UNDER THE AIM TO GUARANTEE THAT ONLY WORK AND SERVICES THAT MEET OUR NAME WHICH REFLECTS HIGH QUALITY DELIVERABLES WILL BE DELIVERED TO OUR CUSTOMERS.

IETQAN GUARANTEE THAT ALL INSPECTION, TESTING AND CERTIFICATION SERVICES INSTILL CONFIDENCE IN THE CLIENT THAT THEY ARE CARRIED OUT IN AN ENVIRONMENT THAT UNDER STANDS THE IMPORTANCE OF THE IMPARTIALITY.

TO ACHIEVE THIS POLICY, WE ARE COMMITTED TO: IMPLEMENT, MAINTAIN AND IMPROVE OUR MANAGEMENT SYSTEMS IN COMPLIANCE WITH ISO 17020:2012, ISO 17025:2017, ISO 17021-1:2015, AND ISO 17024:2012 REQUIREMENTS, AND PROVIDING NECESSARY PEOPLE AND RESOURCES FOR THIS PURPOSE.

TOP MANAGEMENT COMMITS TO THE FOLLOWING PRINCIPLES:

- TO MAINTAIN PARTNERSHIP COOPERATION WITH EACH CLIENT WHILE OBSERVING THE PRINCIPLE THAT THE CERTIFICATION, INSPECTION AND TESTING PROCESS, ITS RESULTS, ARE NOT DEPENDENT ON THE FINANCIAL INTEREST OF THE COMPANY;
- TO PERFORM CERTIFICATION, INSPECTION AND TESTING SERVICES BY WORKERS INDEPENDENT OF CLIENTS AND MONITOR THIS ACTIVITY;
- NOT TO CONDITION THE PERFORMANCE OF THESE SERVICES BY INTERCONNECTION;
- NOT TO PROVIDE CONSULTING SERVICES TO CLIENTS IN ANY FORM;
- TO ADHERE TO THE PRINCIPLE: "TRUST BUT VERIFY", WHICH MUST FULFIL THE PRINCIPLE OF OBTAINING OBJECTIVE EVIDENCE AND ONLY THEN EVALUATE;
- TO AVOID, OR IT IS FORBIDDEN TO USE METHODS OF INTIMIDATION OF ANY PERSON PARTICIPATING IN THE CERTIFICATION, INSPECTION OR TESTING PROCESS.

THIS POLICY IS BINDING FOR ALL EMPLOYEES OF IETQAN

GENERAL MANAGER