

QUALITY STATEMENT

NÆSS - CERTIFICATION & SURVEYOR LTD

1. Vision and mission

Our goal is to be a reliable and competent partner in the field of conformity assessment, promoting safety, sustainability, and trust at all levels of supply chains.

Our mission is to provide impartial, competent and transparent certification services to the food and feed industry, supporting our clients in achieving compliance with international standards such as ISO 22000 and in strengthening their position in regional and global markets.

We actively promote sustainable development and responsible practices that comply with international environmental, social responsibility and ethical governance (ESG) requirements.

2. Our values and commitments

For NÆSS - CERTIFICATION & SURVEYOR LTD, quality is not only the result of compliance with standards, but also a reflection of a management culture based on ethics, professionalism and responsibility. Our activities are based on universal principles that ensure trust from customers, regulatory and accreditation bodies, as well as partners and society. These principles are integral elements of the NÆSS - CERTIFICATION & SURVEYOR LTD management system and are integrated into all certification, assessment, decision-making and stakeholder engagement processes.

We carry out our activities guided by the following principles:

– Impartiality

We guarantee the objectivity of our decisions, prevent conflicts of interest and act independently of commercial, administrative or other influences.

– Competence

All NÆSS - CERTIFICATION & SURVEYOR LTD staff have the necessary knowledge, skills and experience to fulfil their responsibilities. We invest in continuous training and development.

– Responsibility

NÆSS - CERTIFICATION & SURVEYOR LTD takes full responsibility for the credibility of certification decisions based on objective and verifiable evidence.

– Openness

We ensure that interested parties have access to relevant information about our processes, ensuring transparency and trust.

– Confidentiality

All information obtained during the certification process is securely protected. We strictly comply with legal requirements and contractual obligations.

– Responding to complaints

Complaints and appeals are handled by NÆSS - CERTIFICATION & SURVEYOR LTD promptly, objectively and impartially, using them as a tool for improvement.

– Risk orientation

management system takes into account risks affecting the impartiality, efficiency and quality of the services provided.

– Accredited cross-border activities

We ensure compliance with national and international requirements by operating in different countries within the scope of our accreditation.

Related internal documents:

- F|01|GD_Quality Objectives
- P|02|GD_Management Review
- F|05|GD_Management Review and Risk Overview
- D|26|GD_Risk Register
- P|09|GD_Risk Assessment

3. Commitment of management

The management of NÆSS - CERTIFICATION & SURVEYOR LTD recognizes that the long-term success of a certification body depends on its ability to consistently deliver high quality services, maintain impartiality and build trust with clients, accreditation bodies, partners and society.

Principles such as **impartiality, competence, responsibility, openness, confidentiality, and willingness to engage in dialogue** are not just regulatory requirements, but the foundation of our professional culture.

Following these principles, the NÆSS - CERTIFICATION & SURVEYOR LTD management makes the following commitments:

- Ensure the implementation of the management system in accordance with ISO/IEC 17021-1:2015 and ISO/IEC 17065:2012,
- Provide the necessary resources and maintain staff competence,
- Ensure that quality objectives are achieved and reviewed (see F|01|GD_Quality Objectives),
- Continuously improve the processes and effectiveness of the management system,
- Take into account the needs and expectations of all interested parties: customers, staff, regulators, accreditation bodies, partners and society.

4. Tools to achieve the objectives

To realise our mission, maintain the effectiveness of our quality management system and ensure compliance with the requirements of international standards ISO/IEC 17021-1:2015 and ISO/IEC 17065:2012, NÆSS - CERTIFICATION & SURVEYOR LTD takes an integrated and systematic approach to managing processes, risks and opportunities.

Quality is the integrated result of impartiality, competence, compliance and continuous improvement. Achievement of our stated commitments is ensured through the following management, monitoring and improvement mechanisms:

- Risk and opportunity analyses including SWOT and FMEA,
- Internal audits and external evaluation,
- Analysis of feedback from customers and stakeholders,
- Results of management reviews see P|02|GD_Management Review,
- Staff competence assessment system,
- Annual update of the development strategy and adaptation of processes to changes in the external environment PEST analysis,
- Defining and regularly reviewing the measurable quality objectives reflected in document F|01|GD.

5. Conclusion

This Quality Statement is the basis of NÆSS - CERTIFICATION & SURVEYOR LTD's corporate culture and applies to all levels of the organisation. It is reviewed at least once every year and, if necessary, taking into account feedback from customers, employees, accreditation bodies and other interested parties. Each NÆSS - CERTIFICATION & SURVEYOR LTD employee is personally responsible for implementing the principles of this Statement and contributing to the continuous improvement of the quality of services provided.

The effectiveness of the implementation of this Statement is evaluated annually as part of a management review using measurable quality objectives and the results of internal audits.

The document is a public document and is available for review on the official website and upon request.

General Director

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