

## TÜV SÜD ME Policy For Certification Scheme of Persons



**TÜV SÜD Middle East LLC policy** is to operate a formal system that complies with the International Standard ISO/IEC 17024:2012 General Requirements for Bodies Operating Certification of Persons and meets and complies with applicable legal requirements.

**TÜV SÜD ME by its Top management** has committed to ensure the impartiality in its certification Scheme of persons processes and to work in tandem with the employees and provide all support needed for training them and increase their knowledge on latest developments to ensure high level of service and commitment given to the end customer.

Our vision is to enhance our service, maintain, develop, and exceed business needs by provide the financial resources necessary for the operation, have adequate arrangements to cover associated liabilities, have sufficient personnel available with the necessary competence to perform certification functions relating to the type, range and volume of work performed and continually improve our services by developing a suitable means of monitoring and measuring of certification process.

Customer satisfaction is of utmost importance and every individual within the organization has to provide service meeting or exceeding customer expectations.

**TÜV SÜD Middle East** is responsible for, and committed to retain authority for and does not delegate, decisions relating to certification, including the granting, maintaining, recertification, expanding and reducing the scope of the certification, and suspending or withdrawing the certification.

**TÜV SÜD Middle East** is committed to communicate the policy to employees within the organization and to other interested parties. The policy is a subject for periodical review to ensure its suitability, relevance and appropriateness.

**CEO Middle East Region:**  
**Mr. SALAH SAFAH**

**Date: 03-01-2022**

A handwritten signature in blue ink, appearing to read 'S. Safah', written over a horizontal line.