

ECCO aims to promote, encourage awareness, environmental responsibility and help to continuously improve inspection/certification management issues within industry, commerce and the public domain. We understand the importance of impartiality in carrying out our management system inspection/certification activities, manage conflict of interest and ensure the objectivity of our management system inspection/certification activities.

We wish to achieve our aims as a major international accredited ECCO and recognize that effective management of our customers, our staff, our inspection/certification process and our business results makes good business sense. It will be a fundamental and integral part of our business strategy.

We will achieve this by: -

- Offering an international inspection/certification service in accordance with IEC/ISO 17021-1:2015, IEC/ISO 17020:2012 & ILAC P15 that is fair impartial and objective to all who wish to avail themselves of our service,
- Providing our customers with a professional service that is perceived to add value to their business and satisfy their expectations,
- Practicing sound inspection/certification principles through competent staff
- Caring for and valuing our staff,
- Brief and train our staff to deliver Audits that satisfy our customers, supervisory body and the standard we set,
- Developing an open exchange of information with organizations and the public on the inspection/certification service that we offer,
- Continuously improving the inspection/certification service, we offer,
- Practicing sound business principles to manage the ECCO and give a return on our shareholder's investment,
- Records of certified clients and previously certified clients shall be retained for the duration of the current cycle plus one full certification cycle
- Communicating this policy to our staff, customers and interested parties.

Originator	Approved by	Signature
Technical Manager	General Manager	