

## FIRST PLUS Policies and Commitment

**FIRST PLUS** is committed to provide its services certification, Verification and validation an independent and impartial to all its clients in a manner that is most competitive and adds value to its client to the ultimate customer's satisfaction. All information obtained while conducting our activities is confidential.

**FIRST PLUS** It aims to promote and encourage environmental and social awareness and responsibility and assist in continuous improvement in many basic industries, commerce, the public sphere and environmental conservation.

In **FIRST PLUS** we understand the importance of impartiality in carrying out our all activities, manage conflict of interest and ensure the objectivity of our activities and ensuring that employees work in non-discriminatory circumstances.

**FIRST PLUS** provides its **certification activity** complying with the international standard ISO/ IEC 17021:2015 - Conformity assessment -- Requirements for bodies providing audit and certification of management systems and ISO/TS 22003:2013 Food safety management systems -- Requirements for bodies providing audit and certification of food safety management systems.

**FIRST PLUS** provides its **Verification/Validation activity** complying with the international standard ISO/ IEC 17029:2019 - Conformity assessment.

**FIRST PLUS** declares the compliance with code of conducts for all its sections without any exclusion.

**FIRST PLUS** makes sure of the competence of its staff and only deploy who demonstrate, at a minimum, the relevant knowledge, skills.

**FIRST PLUS** assures the continuous monitoring and supervision of their Personnel activities to assure that the work is accomplished in the proper way and have reached an adequate result.

In consistence with the mission and vision of the lab, **FIRST PLUS** is committed to:

- Perform our services that meet customer's needs as well as comply with the international standards;
- Good professional practice;
- Comply with the international standards as well as all applicable statutory and legal requirements.

We wish to achieve our aims and recognize that effective management of our staff will protecting our people and the environment in which we work. It is a fundamental and integral part of our business strategy.

We will achieve this by:

- Offering a certification service that is fair impartial and objective to all who wish to avail themselves of our service carrying out that the application is within **FIRST PLUS** scope,
- As per **FIRST PLUS** General policy for certification decision, there is no delegation for decision outside **FIRST PLUS**



- Practice clear principles for certification through the work of competent staff,
- Provide and ensure a safe working environment and conditions, coupled with training that will provide our employees with the knowledge and information necessary to safely carry out their assigned duties,
- Protecting the health and safety of our employees, customers and third parties,
- Taking care of the work and performing evaluation of our staff
- Continuously inform and train our staff to offer continuously improving the service,
- Developing an open exchange of information with organizations about our service that we offer,
- Communicating this policy to our staff, customers and interested parties.

Ahmed Abdullah  
Ahmed Abdallah  
General Manager

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