

QUALITY POLICY

Visage Global Certification Institute is committed to providing independent, impartial, competent, and reliable certification services that add value to our clients and build confidence in certified management systems worldwide. We strive to be a trusted global certification body by consistently delivering certification services in accordance with the requirements of ISO/IEC 17021-1 and other applicable accreditation and international standards.

Our commitments are to:



Impartiality & Integrity

Maintain the highest level of impartiality and integrity in all certification activities. We shall identify, analyse, and effectively manage any risks to impartiality and ensure that all certification decisions are based on objective evidence.



Competence

Ensure that all personnel, auditors, technical experts, and decision-makers are competent, properly trained, and continually developed to perform their roles effectively.



Client Focus

Understand and meet our clients' needs and expectations by delivering timely, professional, and value-adding certification services while safeguarding the integrity and credibility of the certification process.



Compliance & Continual Improvement

Comply with all applicable statutory, regulatory, accreditation, and ISO/IEC 17021 requirements. We are committed to the continual improvement of our management system, processes, and certification services through regular monitoring, measurement, internal audits, and management reviews.



Effectiveness & Performance

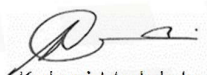
Establish, monitor, and review quality objectives to enhance the effectiveness of our management system and the quality of our certification services. Provide adequate resources (human, infrastructural, and technological) necessary to achieve our quality objectives and maintain the effectiveness of our management system.



Confidentiality

Protect the confidentiality of all information obtained during certification activities, except where required by law or accreditation rules.

This Quality Policy is communicated to all employees, contractors, and relevant interested parties. It is reviewed annually during management review meetings for continuing suitability and alignment with our strategic direction.



Kulani Maiuleke
Certification Manager

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