



General Manager & Head of Approved Body's statement on certification

Quality policy

LNE-GMED UK Ltd. puts the best experts at its customers' service to accompany them on their certification journey as they place regulated products on the market in the UK and internationally.

LNE-GMED UK Ltd. undertakes work as a Certification Body for quality management systems and products relating to standards ISO 17021-1 and ISO 17065, and as an Approved Body for the UK regulation market. LNE-GMED UK Ltd. provides certification within a voluntary or regulatory framework facilitating market access for various products.

LNE-GMED UK LTD. COMMITMENTS

LNE-GMED UK Ltd. as a Certification Body and Approved Body commits to meet customers' expectations and applicable regulatory and normative requirements.

In particular, LNE-GMED UK Ltd. commits to:

- Inspiring confidence – the value of certification is the degree of public confidence and trust that is established by an impartial and competent assessment;
- Define and implement non-discriminatory management rules;
- Act with impartiality towards customers, and in every aspect of our work;
- Set necessary means to ensure the confidentiality rules applicable to the staff involved are respected;
- Set measures to avoid conflicts of interest and ensure the effectiveness of those measures;
- Provide necessary training to meet competence criteria for personnel involved in certification activities. Likewise, LNE-GMED UK Ltd. commits to provide training to the staff involved in evaluation processes, and also make sure that laboratories performing compliance tests comply with ISO 17025 standard;
- Ensure, or contribute to, the promotion and development of the different certification systems;
- Ensure, or contribute to, the defence of corresponding collective certification marks;
- Appropriately addressing complaints, and making a reasonable effort to resolve them, including effective responsiveness when handling complaints, disputes, and appeals;
- Openness as a principle of access to, or disclosure of, appropriate information.

LNE-GMED UK Ltd. commits to comply with requirements defined by regulatory texts, and satisfy the criteria defined for its designation or recognition from Competent Authorities and other Certification Bodies.

To carry out its work and fulfil these commitments, LNE-GMED UK Ltd. has an internal organization designed to allow the management of certification activities to be transparent and independent from other undertakings.

LNE-GMED UK Ltd. draws on the expertise of GMED and LNE to carry out assessments. It has put in place arrangements to ensure that outsourced assessments are controlled.

LNE-GMED UK Ltd. is fully responsible for decisions related to the granting, maintenance, extension, suspension, or withdrawal of certification.

LNE-GMED UK Ltd. gives confidence in the quality of certification services provided and helps reach quality objectives. Its quality objectives are identified as follows:

- Meet regulatory and normative requirements in terms of product certification and system certification, by achieving and maintaining all necessary accreditations and approvals;
- Meet clients' expectations by fulfilling our obligations and developing our ability to answer market needs, enabling the achievement of budget;
- Contribute to overall group efficiency and improvement projects.

To help achieve these objectives, LNE-GMED UK Ltd. commits to maintaining continuous improvement records to enhance the quality of its certification process. Efforts are focused on the training of staff and of LNE-GMED UK Ltd.'s service providers, while maintaining commitment to, and monitoring the satisfaction of, our customers.

These objectives, and any improvements implemented to reach them, are evaluated during annual management reviews using quality indicators and internal audits.

LNE-GMED UK Ltd.'s quality manual and associated documents describe in detail the applied principles, our organization, and our methods to obtain and maintain the quality of our services.

Committees for Certification and Preservation of Impartiality oversee preserving impartiality within the company. Some of these tasks include the monitoring of compliance and impartiality requirements, proposing evolution or development of those various elements, as necessary.

LNE-GMED UK Ltd. commits to providing all necessary means to ensure that the certification quality manual requirements are applied by its staff and subcontractors, especially when contributing to certification activities.

Teresa Perry

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