

## PRESS INFORMATION

### FLOCERT launches updated Quality Policy

**Bonn, October 4, 2024.** FLOCERT, the leading provider of ethical assurance services, is proud to announce the launch of its new Quality Policy, providing a robust framework to establish FLOCERT's quality objectives. This policy thoroughly defines what FLOCERT considers 'Quality' and outlines the systems and processes it has in place to ensure it fulfils these high standards. The policy encompasses all services provided by FLOCERT and was developed in accordance with the requirements of the ISO 17065 norm which FLOCERT is accredited for.

FLOCERT's mission is to provide assurance and certification for Fairtrade while extending services to other organisations committed to sustainable development. We are guided by principles that focus on building mutually enriching relationships with customers, improving the livelihoods of farmers and workers, upholding our commitment to impartiality and transparency and empowering our staff to foster continual service improvement. To achieve this, FLOCERT has set quality objectives in seven key areas, each with specific activities designed to uphold and enhance service excellence.

- **Competences:** Ensuring staff competencies through training and performance reviews.
- **Impartiality:** Making unbiased certification decisions following strict rules and procedures.
- **Confidentiality:** Safeguarding customer data.
- **Transparency:** Providing clear, accessible information.
- **System Calibration:** Continuously revising and updating processes and improving systems.
- **Customer Service:** Maintaining transparent, timely and honest customer communication.
- **Data-driven:** Using data to optimise certification processes and mitigate risks.

“At FLOCERT we recognise the importance of continuously enhancing our services. This is why we explicitly outline our quality standards in the Quality Policy. This establishes clear expectations to ensure we consistently meet and exceed these benchmarks and sets the basis for our customers to be confident in the continued excellence of our services”, explains Jutta Goss, FLOCERT’s Credibility Assurance Manager.

Visit <https://www.flocert.net/our-approach-to-quality/> to read more about our Quality Policy.

*FLOCERT is a leading global assurance provider. Besides providing sole certification to Fairtrade, FLOCERT offers certification and verification as well as customised sustainability to support companies in sourcing on fair principles. With six international offices conducting business in around 120 countries, FLOCERT specialises in combining global reach with local expertise for its over 6,000 customers. FLOCERT remains mission-driven and dedicated to working with all types of organisations, from small producers to internationally recognised brands, to promote fairness in global trade. Our “Social Enterprise” accreditation demonstrates our commitment to social business values.*