

# Quality Policy

## Explanatory Document

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Certifier for



**FAIRTRADE**  
INTERNATIONAL

## **FLOCERT's mission is to:**

- deliver best-in-class certification, verification and related services
- provide confidence within global supply chains that the relevant social, economic and environmental standards are met
- offer all our services with credibility, reliability, integrity and efficiency
- drive the Fairtrade mission to connect disadvantaged producers with consumers in order to combat poverty.

Our dedication to this mission and our setup as a social business give us a clear Unique Selling Proposition (USP). We create value for our customers by providing accurate, unbiased and credibly sourced information which can be used to make an impact. Since we are not only experts in providing assurance, but also strive to break down the complexity surrounding it, we gather and deliver this information in a straightforward and accessible way.

Quality is a key enabler to deliver on this mission. Our quality stems from our excellent level of expert knowledge which we apply in an impartial, honest and integer way and which leads to results which are correct and highly credible.

Our quality approach also includes that we put ourselves into the shoes of our customer right from the start, and that we have lean structures and systems in place, and make our processes customer-centric.

We do not pursue quality for its own sake, but we understand quality as something worth striving for if it enables our customers to improve their systems/performance and make a difference.

## **We make sure that:**

- The certificates we issue can be trusted by everyone in the trade market.
- Our audit findings and certification decisions are made independently, based on rigorous evaluation.
- Our staff and auditors are able to meet your needs expertly and efficiently. They are high-qualified and easily approachable. Their performance is actively monitored.
- All of our services are of the same high quality. We do not compromise on time and manage best practice sample methods during audits.
- We treat all our customers equally.
- We have a quality management system in place to constantly monitor and improve our services.
- Our processes are transparent.
- We are always open to feedback on our services and decisions.
- We always act on the 4-eye principle and hold ourselves accountable for our actions.
- We manage the certification business by operating best practice IT application systems.
- We seek for external oversight on the quality of our systems and performance by voluntarily running an accreditation against the internationally recognised ISO 17065 for product certifiers.
- We seek to work for and with schemes that have a similar high approach to quality and do not contradict the Fairtrade vision.

## FLOCERT's values and leadership culture

Our values represent the way we do business, as well as how we treat our colleagues and customers. These four values reflect the way we act towards colleagues and customers:

### Innovative



### Diverse



### Credible



### Human-focused



Leadership is part of everyone's daily work-life at FLOCERT. We believe we are all leaders in our own right, regardless of job titles or hierarchy – we all own what we do, trust our initiative and show mutual respect for each other.

FLOCERT's culture is built on understanding, cooperation and a shared sense of ownership within the company. The leadership mindset and behaviors we all share enable us to operate as we do.

To know more about FLOCERT's values and leadership culture, please refer to FLOCERT's website.