

## **1. Objective and area of application**

This document describes the quality policy of GreenSign Institut GmbH based on DIN EN ISO 9001 and DIN EN ISO/IEC 17065. The aim of this document is to support the strategic direction of the purpose and context of the organization, to establish a framework for quality objectives and to clarify the commitment to meeting requirements and continuous improvement. The document applies to the management and all employees of GreenSign Institut GmbH.

## **2. Terms and definitions**

DIN EN ISO Chapter 5	International standard for quality management systems and corresponding chapter: Leadership
DIN EN ISO/IEC 17065 Appendix A	International standard for conformity assessment - Requirements for bodies certifying products, processes and services and related annex: Principles for certification bodies for products and their certification activities
PDCA cycle	Plan-Do-Check-Act cycle of the quality management system
Quality policy	A quality policy illustrates an organization's overarching intentions and direction on quality as formally expressed by top management.

## **3. Responsibilities**

Management	Defining the quality policy
Quality management	Supporting the content requirements of the standards and implementing and maintaining the quality policy

## **4. Corporate activity**

The GreenSign Institut GmbH has the task of conducting and promoting research and development in the field of sustainable management in companies in all sectors. GreenSign Institut GmbH develops certification systems (conception, organization and implementation of systemic certifications) as well as associated services such as evaluation and auditing processes for companies, services and products and awards certificates for sustainable management in order to identify sustainable companies as well as sustainable products and services for consumers and other interested parties. Sustainable management is measured and evaluated by ecological, social and economic factors. The GreenSign Institut GmbH undertakes practical research in the field of quantitative and qualitative studies as well as knowledge transfer between education, business and science through the publication of papers, studies and teaching materials. The GreenSign Institut GmbH also promotes dialog between all parties involved in the economic process and sees itself as a cross-industry link for sustainable development.

## **5. Vision**

The GreenSign Institut GmbH strives to make sustainability visible to everyone in the dimensions of ecology, social affairs and economy.

## **6. Mission**

The mission of GreenSign Institut GmbH is to develop a framework for evaluating sustainable action in the ecological, social and economic dimensions and to regularly review and, if necessary, develop it further.

The GreenSign Institut GmbH carries out conformity assessments of companies' sustainability performance on the basis of the developed assessment framework and confirms assessment results with a certificate.

The GreenSign Institut GmbH ensures the correctness of the company information within the scope of the conformity assessment by means of a mandatory audit. The audits are carried out by qualified auditors.

GreenSign Institut GmbH is actively committed to an inclusive society in which all people experience equal opportunities and participation in social life.

## **7. Commitment**

The top management is committed to fulfilling the requirements arising from the strategic orientation of the purpose and context of the organization and from DIN EN ISO 9001 and DIN EN ISO/IEC 17065.

Top management demonstrates leadership and commitment to the **quality management system** as it:

- assumes accountability for the effectiveness of the quality management system;
- ensures that the quality policy and quality objectives for the quality management system are defined and compatible with the context and strategic direction of the organization;
- ensures that the requirements of the quality management system are integrated into the organization's business processes;
- promotes the application of the process-oriented approach and risk-based thinking;
- ensures that the resources required for the quality management system are available;
- communicates the significance of effective quality management and the importance of fulfilling the requirements of the quality management system;
- ensures that the quality management system achieves its intended results;
- deploys, guides and supports people so that they contribute to the effectiveness of the quality management system;
- promotes improvement;
- supports other relevant managers in order to highlight their leadership role in their respective areas of responsibility.

Top management demonstrates leadership and commitment **to customer focus** by ensuring that

- customer requirements and applicable legal and regulatory requirements are determined, understood and consistently met;

- the risks and opportunities that may affect the conformity of products and services and the ability to increase customer satisfaction are determined and addressed;
- the focus on improving customer satisfaction is maintained.

#### **8. Quality objectives & guiding principles**

- **Increasing customer satisfaction:** GreenSign Institut GmbH consistently aligns its processes and services to the needs and expectations of its customers without diluting its claim to quality.
- **Promoting continuous improvement:** GreenSign Institut GmbH regularly reviews its structures, processes and programs through the PDCA cycle in order to continuously develop the organization and its services.
- **Ensuring impartiality:** GreenSign Institut GmbH acts independently and neutrally to ensure trust and credibility by having an organizational structure that eliminates potential conflicts of interest.
- **Ensuring confidentiality and openness at the same time:** GreenSign Institut GmbH guarantees transparency in all processes, while sensitive customer information and data are treated confidentially.