

GENERAL POLICY OF CERTIMA™

Who We Are

Certima is a globally recognized, independent certification body accredited by the Dutch Accreditation Council (RvA). We specialize in auditing leading GFSI-recognized schemes, including IFS and BRCGS. With nearly two decades of experience, we assist organizations within the food industry to achieve and maintain compliance with global food safety and quality standards through impartial and professional audits, designed to encourage continuous improvement.

Our reliability is founded on a distinctive blend of technical proficiency and a customer-focused philosophy, allowing us to provide trustworthy certifications with transparency, respect, and a spirit of collaboration.

Our Mission

At Certima, we ensure that our customers meet international standards', regulatory and customer requirements for food safety and quality through rigorous compliance.

We perform independent, unbiased audits with complete objectivity, while encouraging continuous improvement of our customers' processes and systems.

We deploy clear, transparent and efficient audit and certification process, while cultivating a collaborative and uplifting work environment that supports the wellbeing of people.

Role in the Food Supply Chain

Certification at Certima is viewed as a responsibility and mission in life rather than a transaction. Every audit we conduct contributes to enhanced food safety, stronger businesses, and heightened public trust. Our commitment extends to supporting customers of all sizes, from small-scale producers to global exporters, with the same dedication to excellence and transparency.

We provide our customers with evaluation and certification of food quality and safety management systems which help them:

- to contribute to the improvement of a management system and its performance;
- to fulfill external requirements, e.g. certification to a management system standard;
- to verify conformity with contractual requirements;
- to obtain and maintain confidence in their capability as a supplier;
- to determine the effectiveness of their management system;

Our evaluation approach stimulates our customers to maintain and improve their market position. Beyond compliance, our auditing and certification services help them build a stronger, more credible brand.

Commitment to Compliance

In our activity, we comply with no exceptions with all requirements of:

- Scheme owners of the schemes we are accredited against;
- The respective accreditation standards.

- The applicable guidelines of RvA¹;
- Certima Quality Management System.

Our audits are executed with the utmost professionalism, objectivity, and accountability, ensuring that our certification decisions are highly regarded on both local and international levels.

In the framework set out by these requirements we apply in full extent the principles of running successful business activities.

What Sets Us Apart

Certima distinguishes itself through:

- Strong reputation and trust by stakeholders and customers.
- Predictable audit scheduling and guaranteed availability of auditors.
- Auditors with a comprehensive understanding of customer businesses and standards.
- Delivering actionable insights for continuous improvement that extend beyond compliance.
- Personalized support with direct communication channels.

Core Values

Our core principles define the ethos of our organization, shaping our auditing methodologies and customer engagements:

- **Independence** – We uphold unbiased and objective auditing practices, strictly adhering to global scheme and accreditation requirements, free from any conflict of interest.
- **Efficiency** – We value our customers' time by ensuring streamlined, punctual, and meticulously organized audit and certification processes. Personal support and short lines of communication are key to our service.
- **Competence** – Our team comprises of highly experienced professionals with in-depth industry expertise, continuously updated to meet evolving standards and expectations.
- **Integrity** – We are committed to transparency, fairness, and honesty across all stages of our auditing process, from initial planning to final reporting and corrective actions.
- **Transparency** – Through open communication, clear expectations, and consistent feedback, we foster trust with our customers and within our organization.

Underlying principles

In addition there are other principles which help us make our audits an effective and reliable tool in support of our customer's management policies and controls, by providing information on which they can act in order to improve their performance. These principles include:

Fair presentation

Audit findings, audit conclusions and audit reports are evidence based and reflect truthfully and accurately the audit activities.

Significant obstacles encountered during the audit and unresolved diverging opinions between the audit team and the auditee will be reported.

The communication is truthful, accurate, objective, timely, clear and complete.

¹Raad voor Accreditatie (Dutch Accreditation Council), www.rva.nl

Due professional care

Auditors exercise due care in accordance with the importance of the task they perform and the confidence placed in them by the audit customer and other interested parties.

An important factor in carrying out their work with due professional care is having the ability to make reasoned judgements in all audit situations.

Confidentiality

Auditors and the rest of the staff exercise discretion in the use and protection of information acquired in the course of their duties. Audit information will not be used inappropriately for personal gain by the auditor or the audit customer, or in a manner detrimental to the legitimate interests of the auditee. This concept includes the proper handling of sensitive or confidential information.

Objectivity

Auditors will maintain objectivity throughout the audit process to ensure that the audit findings and conclusions are based only on the audit evidence.

Evidence-based approach

Audit evidence will be verifiable. It will in general be based on samples of the information available, since an audit is conducted during a finite period of time and with finite resources. An appropriate use of sampling will be applied, since this is closely related to the confidence that can be placed in the audit conclusions.

Audit Approach

Our audit methodology is designed to evaluate and certify food quality and safety management systems. The audits are conducted with:

- Independence and Objectivity – Based on verifiable evidence in strict conformity with scheme and accreditation standards.
- Improvement Orientation – Offering insights to strengthen management systems and mitigate risks.
- Operational Respect – Focusing on practical implementations rather than procedural formalities.
- Supportive Guidance – Aiding in the understanding of non-conformities and the effective execution of corrective actions.

With a structured, efficient, and adaptable audit process, we ensure stability and consistency across all categories and scopes, upholding a commitment to never cancel audits and maintaining meticulous planning.

Professional Expertise

Our team, comprising of auditors, trainers, and certification professionals, possesses robust expertise in food production, quality management, logistics, and retail. The team's attributes include:

- Multilingual proficiency and cross-cultural competence.
- Continuous professional development and competency assessments.
- Specialized training in the latest IFS and BRCGS schemes.
- Effective listening and clear communication skills.

We are dedicated to ensuring consistency, precision, and practical value in all customer interactions.

Our staff and management:

- perform their work with honesty, diligence, and responsibility;

- observe and comply with any applicable legal requirements;
- demonstrate their competence while performing their work;
- perform their work in an impartial manner, i.e. remain fair and unbiased in all their dealings;
- be sensitive to any influences that may be exerted on their judgement while carrying out an audit.

Working at Certima

Certima fosters an organizational culture rooted in purposeful work and mutual respect. Employees benefit from:

- Meaningful contributions to food safety and public health.
- Association with a reputable and widely recognized certification body.
- Opportunities for continuous learning and professional growth.
- Flexible, autonomous working conditions within a supportive environment.
- A collaborative team ethos emphasizing clarity and mutual support.

In a Nutshell

At Certima, we transcend the conventional boundaries of certification by delivering meaningful support, actionable guidance, and significant improvements. Our approach combines technical professionalism with a human-centered perspective, ensuring that food safety certifications are instrumental in driving tangible progress.

Signed



Vladislava Zapryanova,
Managing Director