

Pavement Testing Services Limited

CERTIFICATION SYSTEM POLICY

Introduction:

The Directors, Management and employees of the Certification Management System within Pavement Testing Services Limited (PTS) is committed to maintaining the highest standards of confidence through its competency, responsibility and openness in all aspects of its work and to maintain high standards of quality and impartiality across all areas of the management system and its certification activities.

The Company realises that the success of this policy depends upon the co-operation of everyone within the department and the Company and its sub-contractors to conduct its activities in a manner to work professionally and safely together to promote a positive impartial culture and to recognise that its prosperity lies in client satisfaction to meet client and regulatory needs by ensuring performance and consistency of services are available and provided at all times, and to be responsive to any issues and complaints that may arise. We aim to maintain and improve upon the public confidence and trust that is established by an impartial, competent and confidential assessment/audit.

The management shall ensure that this policy is understood, implemented and maintained at all levels throughout PTS. All clients have access to the senior management of PTS Ltd. This policy shall be reviewed annually or when changes occur.

The Company:

Recognises and accepts its responsibilities as an employer for providing and encouraging a positive attitude, to remain impartial and have the responsibility for the decisions relating to granting, maintaining, extending, suspending and withdrawing of certification PTS shall have:

Commitment to provide and implement procedures for the Certification Management systems and the maintenance of absolute independence with regard to any training activities delivered consistent with BS EN ISO/IEC 17021-1, BS EN ISO/IEC 17065, Regulation (EU) No 305/2011 as to its ability to carry out the duties of a Technical Assessment Body (TAB) under the Construction Products Regulation as an extension to its existing Notified Body appointment, BS EN ISO/IEC 17067, EA 2/17 - EA Guidance, MCHW SHW Volume 1 Clause 104.15 and 104.16 and BS EN ISO 14001 and BS EN ISO 9001 and to continually improve the effectiveness of the management system.

To provide a good professional level of service covering certification to international standards and specific highways construction industry standards and procedures in accordance with stated methods and client's requirements to ensure customer satisfaction.

Systematically control all areas that have an influence on quality and service in order to verify and validate the standards / systems of work. The assurance of this quality is fundamental to all the services provided by PTS Limited, including aspects specific to the Health and Safety and Legislative Requirements.

Avoid involvement in any activities that would diminish confidence in its competence, impartiality, judgement or operational integrity. Any possible conflicts of interest will be controlled, investigated and recorded.

Provide appropriate people, facilities, equipment, organisation and adequate financial resources and professional indemnity cover to provide sufficient information, instruction, training and supervision to all employees to ensure professional competencies and personal development is achieved to ensure the protection of its client's confidential information and property rights, including protection of electronic storage and transmission of results.

Performance of audits / inspections is carried out by suitably qualified / competent and experienced staff on a consensus basis with the client, ensuring that the evaluation of their system, product or service in relation to the standards is honest, open minded, objective and firm.

Open and confidential relations with the client; activities and planning shall be flexible, aiming to achieve short feedback and response times on matters such as questions, program planning, issuing of reports and decisions.

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Safety and environmental aspects will be adhered to during the course of certification or inspection on customer's premises. Ensure systems of work are in place with approved safety standards and regulations PTS shall identify the management responsibilities which shall have overall responsibility for the certification requirements and smooth operation of its activities to ensure compliance with current legislation, to co-operate with regulatory authorities and to consult employees on all matters relating to their tasks.

Ensure that sub-contractors, when working for the Company adopt the same attitude and implement the same principles.

Systematically measure, evaluate control and promote the progress made in the implementation of certification management system to provide accurate, reliable results to our internal and external clients and a trusted service tailored to the client's individual needs and to continually improve its effectiveness.

Shall maintain and retain documents and records for identification, collection, indexing, access, filing, storage, maintenance and disposal of certification records, to provide evidence of conformity to requirements and of the effectiveness operation of PTS System and for both legal and best business practice. Records shall remain legible, readily identifiable and retrievable for a set period to prevent damage, deterioration and loss.

The Directors of the Certification Management System within Pavement Testing Services Limited (PTS) shall set objectives and targets for the Certification Section of the business to allow for continual monitoring and measurement of its system. Review of objectives and targets shall form part of the Management Review along with annual review to ensure continuing suitability and improvement.

Management Responsibilities:

The Directors of Certification Management System of PTS Limited are the overall and final responsibility of the quality of its services.

The Company shall provide suitably experienced personnel to have the responsibility for;

- the performance of inspection, evaluation and certification of the required scope of accreditation and to provide a suitably technical basis for granting certification
- to assist in the formulation of policy matters relating to the Certification Management system
- decisions on certification
- supervision of the finances
- supervision of the implementation of its policies and to ensure certification and quality standards are maintained and improved upon and
- delegation of authority to committees / individuals as required to conduct the activities in line with certification system requirements

The Directors and Management of the Certification Management System within PTS Limited shall achieve the policy objectives by promoting a culture of continuous improvement and evaluation by regular reviews of effectiveness of its Policy, objectives and the Certification Management system and to enhance client/customer satisfaction and by Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Certification Management System.

Communicate throughout the Department the importance of meeting client needs and all relevant statutory and regulatory requirements and encourage all personnel to familiarise themselves with documentation and implement the policies and procedures in their work to ensure customer/client satisfaction is continually improved upon.

The day to day responsibility for ensuring this policy and its procedures and processes are put into practice is delegated to the Certification Manager.

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Employees responsibilities:

Employees will conduct their activities in line with procedures and processes set and Policy requirements.

Ensure personnel give consistent, professional and impartial audits, and it is understood of the importance of their roles and the contribution they make to the management system including the output it generates daily in their work. All staff within the Certification Systems department shall follow a scheme of Continuing Professional Development so they keep well informed of current techniques and trends within the industry we operate.

Employees must bring to the notice of management any defects, dangerous practices or incidents of which they are aware.

Management of Impartiality:

The Top management of Certification Management System of PTS Limited are committed to the importance of its status as part of a legal entity and of impartiality in its activities and that all personnel shall follow the requirements in line with procedure V1 Management of Impartiality.

Confidentiality:

PTS acknowledges information is confidential and sensitive to which it has privileged access to during the certification process and shall show commitment to confidentiality for any proprietary information about a client which is obtained or created during its activities. Information about a client from sources other than the client shall be treated as confidential. Should confidential information be made available to other bodies, PTS shall inform the client of this action.

Information, Instruction and Supervision:

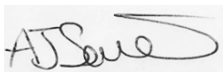
The Certification Manager shall arrange and ensure advice is available from the necessary source. Supervision of trainees will be arranged / undertaken / monitored by the Lead Auditor.

The Management of the Certification System is responsible for ensuring that employees working at locations under the control of other employers are competent for the task and are given relevant health and safety information and supervision as required.

Competency for Tasks and Training:

Necessary job / task specific training will be provided by the relevant manager. All training records shall be kept in Personnel department.

Training requirements will be identified by the relevant manager and shall be organised accordingly, training requirements are also highlighted through audits and continued monitoring and measurement.



A J Sewell (Director)

March 2019

Last reviewed: March 2020

Issue	Details / Revision Changes	By	Reviewed / Approved By	Date
Aug 2017	Inclusion of MCHW SHW Volume 1 Clause 104.15 and 104.16 requirement	VS	AJS	August 2017
March 2018	No changes required	VS	AJS	March 2018
March 2019	Removal of duplicate paragraph detailing reference standards and documents	VS	AJS	March 2019
March 2020	No changes required	VS	AJS	March 2020