

**Introduction:**

The Directors, Management, and employees of the Certification Management System within XAIS-PTS Limited 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 XAIS-PTS. All clients have access to the senior management of XAIS-PTS Ltd. This policy shall be reviewed annually or when changes occur.

**The Company:**

Recognises and accepts XAIS-PTS 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 XAIS-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, Construction Products Regulation 2011 (retained EU law EUR 305/2011) as amended by the Construction Products (Amendment etc.) (EU Exit) Regulations 2019 and the Construction Products (Amendment etc.) (EU Exit) Regulations 2020, 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 UK Approved Body appointment, BS EN ISO/IEC 17067, EA 2/17 - EA Guidance, UKAS GEN 5 publication 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 XAIS-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.

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 XAIS-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 XAIS-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, Richard Edwards, James Wallis and Peter Davidson of the Certification Management System within Pavement Testing Services Limited (XAIS-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.

#### **Phenna Group Directors Responsibilities:**

The Phenna Group Directors includes several directors who stand as Phenna Group independent non-executive directors of XAIS-PTS representing the owners and investors. These include Paul Barry, Babak Fardaghaie, Robert Laszlo Rostas and Stuart Abbs.

They are members of other boards of entities within the Phenna Group including other UKAS accredited organisations that are independent from XAIS-PTS. None of the named individuals have direct managerial control of the day-to-day activities within the business of XAIS-PTS. The non-executive directors are employees of the Phenna Group entity and are not employees of XAIS-PTS and have no employed roles with XAIS-PTS or employment agreements with XAIS-PTS.

The involvement of the Phenna Group non-executive Directors is very limited to participation in frequent board meetings solely for the purpose of understanding and review of ownership matters (receive financial and general trading updates, advising on key business decisions, market conditions, and strategic objectives).

The non-executive directors have no direct day to day involvement in any of the following matters of XAIS-PTS (or specific knowledge thereof) which could give rise to a conflict of interest given their membership of other boards, or otherwise compromise impartiality:

Individual customer enquiries, orders or matters

Certification matters

Other operational activities

In support of these and to aid the relevant non-executive directors in understanding their duties and limitations of their roles they have been provided with copies of the guidance to directors which refers in particular to the obligations associated with confidentiality and impartiality and have signed appropriate non-disclosure agreements in favour of XAIS-PTS supporting the obligations.

The non-executive directors:

- Confirm their impartiality and confidentiality where their status with other companies could cause conflict of interest.

- Required to reveal any situation known to them that may present them or XAIS-PTS with a conflict of interest.

The integrity of the non-executive Phenna Group directors and XAIS-PTS Directors establishes trust and thus provides the basis for reliance on their judgment.

Non-executive Phenna Group directors and XAIS-PTS Directors:

- Shall perform their work with honesty, diligence, and responsibility.
- Shall observe the law and make disclosures expected by the law and the profession.
- Shall not knowingly be a party to any illegal activity or engage in acts that are discreditable to XAIS-PTS.
- Shall respect and contribute to the legitimate and ethical objectives of XAIS-PTS.

Non-executive Phenna Group directors and XAIS-PTS Directors exhibit the highest level of professional objectivity and shall not be unduly influenced by their own interests or by others in forming judgments.

Non-executive Phenna Group directors and XAIS-PTS Directors:

- Shall not participate in any activity or relationship that includes activities or relationships that may conflict with the interests of the organisation.
- Shall disclose all material facts known to them that, if not disclosed, may distort the reporting of activities under review.

Non-executive Phenna Group Directors are required to sign XAIS-PTS Confidentiality Agreement and confirm to work within XAIS-PTS policies and procedures. Documents are retained in personnel folders.

The day-to-day operations for XAIS-PTS certification activities is the responsibility of RE as the XAIS-PTS Directors to ensure requirements as below. Internal meetings are held within XAIS-PTS certification dept to address ongoing requirements for the management and resources of the certification department.

#### **XAIS-PTS Certification Directors / Management Responsibilities:**

The XAIS-PTS Directors of Certification Management System of XAIS-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 XAIS-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.

#### **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 XAIS-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.

Phenna Group provide directorship for its group of companies in areas of testing, inspection, certification and compliance (TICC) sectors within the built environment. XAIS-PTS has undertaken a risk assessment to ensure Directors remain impartial and there are no conflicts of interest within the group companies. XAIS-PTS Certification Dept operates in a specific area of assessment and certification of pavement and footway construction materials for the construction industry, they are separate to XAIS-PTS laboratory activities and any other activities within the Phenna Group.

#### **Confidentiality:**

XAIS-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, XAIS-PTS shall inform the client of this action.

Phenna Group Directors confirm they have no conflict of interests and sign a confidentiality agreement. The agreement requires for any issues to be disclosed to XAIS-PTS, this also form part of the periodic review to ensure impartiality and confidentiality.

#### **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.



R Edwards (Director)

Last reviewed: 13.06.24