

# Total Quality Management

## Policy of the organisation

The WEEELABEX Organisation is aware of the ever-increasing demands of its members, customers and the administration to ensure the quality of the provided services, the information security and confidentiality, management of impartiality, and increasing societal demands on reducing the negative impact on the environment. Therefore, this policy of quality, information safety and confidentiality, impartiality and protection of the environment (Policy of the organisation) determines the code of conduct of WEEELABEX Organisation with the aim of improving the quality of the provided services, while ensuring the security and confidentiality of sensitive information and data, and protecting and improving the environment. In this context, the WEEELABEX Organisation is committed to consistently meet the requirements of ISO 17024 and ISO 17065, and other legal and other requirements relating to the provided services.

### General principles:

- The entire certification scheme operated by WEEELABEX Organisation is based on the principle of equal access to all WEEELABEX members, WEEELABEX auditors and WEEELABEX operators\*. Contracts are the same for the organisation's founders as well as for other new members WEEELABEX Organisation.
- \* Through-out this document and other WEEELABEX documents, the term “operator” means either “treatment operator”, or “preparation for re-use operator”, or collection operator”, or “logistics operator” or a combination of the noted types.
- WEEELABEX Organisation is a non-profit organization.
- WEEELABEX Organisation is committed to comply with all relevant laws, regulations, customer requirements and other relevant regulations and requirements, including its own internal guidelines and procedures.
- The company establishes and implements targets to continuously improve the efficiency of the implemented management system (Total Quality Management).

WEEELABEX Organisation ensures professional competence of all internal and external employees and increases their awareness of their own responsibility for ensuring the quality of services, for the security and confidentiality of information, and for the management of impartiality in connection with its own and outsourced activities.

### Ensuring the quality of provided services:

- WEEELABEX Organisation examines and certifies Auditors, Lead auditors and Specialist auditors, including ongoing monitoring and verification of their qualifications and performance and improving their qualifications based on the development of applicable technical standards and legislation.
- WEEELABEX Organisation organizes audits exclusively through certified auditors at WEEE operators throughout the EU, EFTA territory and EA (the European co-operation for Accreditation) members and EA MLA (multilateral agreement of mutual recognition) signatories, and issues certificates to WEEE operators that meet all the requirements for the certification. During the certification process, WEEELABEX Organisation applies the same procedures throughout the EU and EFTA territory, EA members and EA MLA signatories.

- WEEELABEX Organisation manages and publishes a database of certified auditors and certified WEEE operators, including an indication of the scope and validity of these certificates.
- WEEELABEX Organisation cooperates with the authorities in EU member states in upgrading and development of WEEE legislation, collects and manages data for improving quality standards in processing WEEE.
- WEEELABEX Organisation provides self-financing of its own activities.
- WEEELABEX Organisation provides training for WEEE operators in order to improve their awareness and improving their professional qualifications.
- Due to the complexity of the processes, WEEELABEX Organisation uses information systems to provide management of operational activities related to certification services, transparency of financing, the maximum revenue and expenditure control and to provide data for operational management.

**Environmental protection policy:**

- WEEELABEX Organisation strives to use the best available technology with a minimal impact on the environment while supporting the development of environmentally beneficial technologies and procedures for the processing of WEEE.
- WEEELABEX Organisation conducts its usual activities focusing on the smallest possible negative environmental impacts.

**Information and data safety and confidentiality policy:**

- WEEELABEX Organisation has defined procedures to ensure the security of examination materials taking into account especially the locations of the materials, the nature of the materials, the steps in the examination process, and the threats arising from repeated use of examination materials.
- WEEELABEX Organisation is fully aware of the sensitivity of the information provided by the WEEE operators, auditors, members, and other interested parties, and provides high security to minimize any misuse of such data by using technological and procedural means.
- WEEELABEX Organisation develops its internal processes to ensure internal security and stability of the system through controlled access to information, transparent process documentation and other relevant procedures. For this purpose, the following objectives are defined to achieve information and data safety and confidentiality:
  - Confidentiality agreements with all personnel to keep all the sensitive information obtained during the certification process confidential;
  - Procedures for the maintenance and release of information;
  - Confidentiality of all information from access by unauthorized persons;
  - Maintaining the integrity of information against accidental or unauthorized modification;
  - Maintaining the availability of information to authorized users;
  - Detecting and investigating any weaknesses or breaches of information and data safety and confidentiality;

**Policy for management of impartiality and competition law:**

- WEEELABEX Organisation understands the importance of impartiality in carrying out all the certification activities.
- WEEELABEX Organisation consistently identifies, manages and reduces all the possible conflicts of interest, and ensures the objectivity of its certification activities through an effective management of impartiality.
- WEEELABEX Organisation consistently ensures, manages to comply with the relevant competition law during any meeting and activity held with regards to the WEEELABEX auditors, WEEE operators, WEEELABEX members and Board of Directors communication in order to ensure competition law is stick to.
- WEEELABEX Organisation has defined principles to ensure that the procedure for certification of auditors and for certification of WEEE operators is fair.

**Policy for suspending, withdrawing or reducing the scope of certification**

- WEEELABEX Organisation has defined documented procedures for suspension and withdrawal of the certification, and reduction of the scope of certification. Those procedures are defined in the certification scheme's documents.
- Certified persons are required to undersign an agreement to ensure that, in the event of withdrawal of certification, the certified person refrains from use of all references to a certified status.

**Policy for appeals against decisions on certification and complaints**

- WEEELABEX Organisation has defined documented procedures to receive, evaluate and make decisions on appeals and complaints.
- The procedures ensure that all appeals and complaints are dealt with in a constructive, impartial and timely manner.

On behalf of WEEELABEX Organisation:

**Petr Novotný, Managing Director**

**12<sup>th</sup> January 2024**