



## **Service Policy**

At **ALGI** we are committed to performing social accountability assessment and certification services in an independent, objective and professional manner, providing unsurpassed confidence in **ALGI** certification to clients and interested parties. We shall inspire confidence in our service delivery through impartiality, competence, responsibility, openness, confidentiality, and responsiveness to complaints.

We are committed to the highest standards of quality and personal integrity in the services we perform and support these commitments by developing, implementing, maintaining, complying with and improving our management systems to meet and exceed the expectations of the clients, the customers of the organizations whose management systems are certified, governmental authorities, non-governmental organizations, and consumers and other members of the public and accreditation bodies.

We realize that the value of certification is the degree of public confidence and trust that is established by an impartial and competent assessment by a third-party.

Signed on behalf of the Board of Directors

A handwritten signature in black ink, appearing to read 'Angelo Valdevitt', is written over a horizontal line. A vertical red line is positioned to the right of the signature.

**Angelo Valdevitt**  
**CEO - ALGI**