



Global-Mark P/L

Management Document G-30

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Table of Contents

1	Beyond compliance – “a spectrum of trust solutions”	3
2	Your success is our reward	5
3	Meet our people – “nice people to work with”	5
4	Our values – “what we stand for”	6
5	Our mission – “why we are in business”	6
6	Our promises	6
7	Leadership	6
8	Our regulatory framework	7
9	Our systems – “we believe in what we preach”	7
10	Client charter – “we care”	7
10.1	Service performance.....	7
10.2	Service commitments.....	7
10.3	Organisation commitments.....	8
11	We are in your team – “what makes us strong”	8
12	Your Global-Mark™ - “a respected sign of trust & confidence”	8

1 Beyond compliance – “a spectrum of trust solutions”

In today’s complex trading world, organisations of all types, sorts, sizes and nature have many forms of compliance, governance, or expectation from their society, funding providers, regulators, buyers, or other stakeholders.

This represents a complex, continuously changing framework where regulated, semi-regulated, self regulated or voluntary compliance is expected. Global-Mark aims to provide a complete suit of programs, which deliver trust and confidence.

Many components of their requirements often overlap. Regulatory, funding, performance or supply management or product/service outcomes or expectation are built into our programs. Our ability to offer an extensive suite of programs, within an integrated audit, assessment and review methodology is aimed at removing duplication, saving time, resources and money.

Many clients are looking for integration of their systems and support compliance regimes. We also aim and aspire to integrate. We have designed our systems, and recruited our team to maximize integration, and we will continue to do so. We do not believe in “silos” but in integrated organizational systems, which deliver outcomes and reduce risk.

Global-Mark offers a wide range of certification programs that allow organizations of all sizes to demonstrate their compliance and have their achievement recognized in a market.

We understand that the outcome of our work is aimed at building confidence, and to do so we must be independent, thorough, professional, competent and fair. We need to recognize that our work is often not for our direct clients, but for their clients.

We wish to be rigorous in our assessment and transparent in our decisions. Every client is treated with the same process, and rated to the same scale. We will be part of the solution, as we believe that informed performance is built on sound systems, commitments and processes.

We will assist and support all our clients in building these sound systems, commitments and processes.

Many compliance standards or frameworks are often used as a supply management tool, where purchasers seek to have confidence in their supplier or potential supplier’s ability to deliver quality. Certification/accreditation delivers this confidence: being independent, transparent and recognised also saves the purchaser and the supplier time consuming and expensive second party audits.

Compliance is one of the biggest issues confronting businesses today. There is a growing awareness and expectation in the community that “everyone deserves a safe job, and to come home at night un-hurt”, a “safe environment”, a “well governed and accountable company”, a “quality product which will do what is expected” etc. Many Western countries are now introducing legislation which will make supervisors, managers, directors and board members accountable over a raft of compliance issues.

Compliance standards are designed to provide a framework within organisations that will identify hazards/ issues / processes, quantify the risks, and place control methods to eliminate, reduce or control these risks.

Due diligence may also be improved if compliance with a framework compliance standard is maintained.

Certification will add confidence to stakeholders (board, staff, funding providers, purchasers, regulators, community).

You are compliant: but can you prove it?

Food Safety	Sustainability	Quality	Information	Product Conformance
<ul style="list-style-type: none"> - ISO 22001 - Supply Chain Food Safety Management - HACCP to Codex <p>=> HACCP Wise</p>	<ul style="list-style-type: none"> - Factor E - GHG - Carbon Label - EcoLabelling ISO 24014 - Forestry management AS 4708 - ISO 14001 - Chain of Custody AS 4707 <p>=> Eco Wise</p>	<ul style="list-style-type: none"> - Best practice - Medical devices ISO 13485 - ISO 9001 <p>=> Quality Wise</p>	<ul style="list-style-type: none"> - IT Service Management ISO/IEC 20000.1 - IT Security Management ISO27001 - Privacy Compliance 	<ul style="list-style-type: none"> - Standards Conformance, Certified Product - Approved Product - Gas Safety/Approval - CodeMark - WaterMark - Appliances & Apparels Electrical Approvals
Beyond Compliance				
<ul style="list-style-type: none"> - Under development 	<ul style="list-style-type: none"> - OHSAS 18000 - AS/NZS 4801 - SafetyMAP <p>=> Safety Wise</p>	<ul style="list-style-type: none"> - Disability Employment Services - Disability Services QLD - Clinic and Practice Accreditation - IVF Clinics - Hospital Accreditation 	<ul style="list-style-type: none"> - Corporate Governance AS 8000 - Risk Management AS/NZS 4360 - Compliance Program AS 3806 - Social responsibility AS 8003 - Triple Bottom Line 	<ul style="list-style-type: none"> - Australian Forestry Growers - AWPCS Treatment of Packing Timber - Law 9000 - Civil Contractors Federation - Market Research QA AS 4752 - Registered Automotive
Personal Credentialing & Accreditation	Occupational Health & Safety	Human Services & Health	Corporation, Social & Community Accountability	Sector or Industry Specific Program

2 Your success is our reward

Our Client Managers will work with you, and you will have consistency for many years. At Global-Mark, service and value is delivered by people. People matter and people make the difference.

Over the years, your organisation will grow and you will face new challenges. Your Global-Mark Client Manager will be there to share these with you, will take the time to listen, understand, care and he/she will work with you, and support you.

We do not look for problems but we are part of the solution.

Witnessing our clients evolve progress and improve is our reward.

3 Meet our people – “nice people to work with”

Our culture: you will find that Global-Mark is different, and this is reflected in our structure, our culture, systems and approach in working with you. Our market is traditionally represented by traditional and conservative organisation and people: we want to be different. We want to make a difference and want our clients to benefit from this difference.

Whilst our company is young, most of our team have been working together for a long time, in previous employment or contracting conditions.

We are not corporate people, we are people people. This is one of the first conditions in joining the Global-Mark team.

Our team is extraordinary, our service is extraordinary, and our people are ordinary day to day people.

We attract the best practitioners in the industry: our business model centering on client managers servicing and building long term relationships with their clients is unique. Client Managers are remunerated based on their performance and they can also be shareholders in Global-Mark. This unique and innovative model attracts the best in the market where they put their money into the future and success of Global-Mark: you will only get this level of commitment at Global-Mark from a special caliber of individuals.

One of the key rules for selecting people goes as follows: “we will only work with people with whom we would love to have dinner”. We recommend you apply this rule when selecting your Certification Body, and your Client Manager.

We are a people company. We offer a suit of programs, but at the end of the day, their success will come from our people. The level of customer satisfaction is directly proportional to the communication and people skills of our team members.

Going the extra yard for you at Global-Mark:

- Our clients do not work with their auditors but with their client managers
- Our clients do not have an audit, but a business review
- We work very hard to provide a consistent team, over the years
- We have efficient and simple internal reporting and communication systems for that we can spend our time and energy with you, our valued client
- We want to build a long term relationship: with you, but also with our own people.

At Global-Mark, we love what we do (this is why we always try our best) and we do it with commitment and passion. We truly believe in what we do.

Finally, we do not take ourselves seriously (it can be a dry subject, and we are also people who like to have fun), but we take our work, our clients very seriously.

4 Our values – “what we stand for”

- We respect our clients, our team, and our community
- The team is always more important than an individual person
- We work with integrity, diligence, and competence and if not, we are putting others at risk
- We give, care, listen and help our clients, but also our team and our community.
- We are and remain independent

5 Our mission – “why we are in business”

- To deliver Trust and Confidence
- To help our Clients help their Clients or staff or community
- To build long term relationships
- To add value in everything we do
- To add integrity and reduce risk in society
- To provide a stable and rewarding relationship to our employees, contractors and suppliers
- To be ingenious and develop/implement programs that deliver clients and community expectations
- To present in simple terms the conformance framework and requirements whenever we can

6 Our promises

- **Simplicity:** we have designed our programs with minimal prescriptive requirements: this gives you the freedom to be creative and develop solutions that work for you,
- **Informed and professional judgement:** based on the above, we have trained and competent team members who will make informed, professional and independent judgments about compliance, conformance and performance
- **Agility:** we will react, adapt quickly to predict solutions to suit needs.

7 Leadership

At Global-Mark we aim to show leadership in a number of areas:

- Program range: our clients want more than the usual and shared compliance programs. They need what their competitors don't have. Global-Mark will offer this.
- Our program design: innovative solutions delivered using very modern information systems and business model
- Our people: specialist knowledge, talent, values, communication style, trust, predictability and most importantly love of the role
- Our team: as mentioned above, our most important asset: ordinary people and an extraordinary team, making it an extraordinary company
- Our leader: Herve Michoux, is one of the “youngest”, yet longest serving leaders in the certification industry. Herve is also supported by a great team of senior executives with a proven track record, and who themselves are working and leading a great team.

8 Our regulatory framework

Most of our programs are regulated by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) who is a member of the International Accreditation Framework (IAF). As such Global-Mark's certificates issued under JAS-ANZ framework will be recognized internationally. In addition Global-Mark has JAS-ANZ's accreditation to certify compliance in every country in the world. It is our aim to comply with the JAS-ANZ requirements.



Some other programs are regulated by other parties: these can be International societies like ISQua, Government, or private sector (typically large purchasing bodies). Again our commitment is to comply with the letter and intent of their requirements and only offer the highest level of certification. We will communicate and engage with these stakeholders to ensure our programs, and the way in which there are delivered meet their needs now and in the future.

Additionally some programs have been designed and engineered by Global-Mark. We set the rules and conditions, on the criteria to be met, and the processes needed to confirm that all criteria are met. These programs are voluntary programs, and are aimed at delivering confidence to specific stakeholders or demonstrate best practice. Whilst the program may be voluntary, once the commitment has been made and certification/accreditation issued, all the conditions of the program must be met.

9 Our systems – “we believe in what we preach”

- Our systems are designed so that we can spend our energy on you, our valued client (not on internal administration).
- We use advanced IT and communication systems to facilitate control, supervision and reporting
- Our IT systems are not a driver, but a tool, which assists us to communicate with our clients and the market
- We have manuals, procedures, policies, guides, etc: we believe in what we do, and are prepared to put ourselves to your scrutiny: please feel free to ask your Client Manager to share these with you.

10 Client charter – “we care”

10.1 Service performance

- We will return your calls within 24 hours (working days)
- We will issue fee proposals within 2 working days
- We will issue our reports and findings within 5 working days
- We will issue our Certificate of Approvals (once all conditions have been met) within 5 working days

10.2 Service commitments

- We will listen to your views, understand your systems and processes, then make an informed judgment

- We will not have any pre-conceived ideas, and we will always make our judgments independently from others,
- We will care for your success, for your products or services, for your clients
- We are determined to reduce risks and improve outcomes
- We will treat you, your team and stakeholders with care and respect
- We will maintain confidentiality of your operations, processes and products
- We will make public the fact that you have achieved certification(s)

10.3 Organisation commitments

- We will keep you informed of our new programs and of other compliance issues that may affect you, our clients
- We will keep our Client Managers informed of new management trends/programs and expect them to discuss and inform you of them
- You have the right to disagree: you may ask for a second opinion from an independent Global-Mark representative. If you do not agree with the second opinion you have the right to appeal, and be heard by an independent appeals council,
- We will ensure that our certification trade-mark(s) are used correctly, and do not mislead the market
- We will ensure that our certification trade-mark(s) are and remain a symbol of independence, credibility and confidence.

11 We are in your team – “what makes us strong”

We are a close team of individuals who share the same culture, values and mission.

12 Your Global-Mark™ - “a respected sign of trust & confidence”

- The Global-Mark™ is **our certification asset** (our people are our main asset)
- We make it available to organisations that meet the standard or criteria
- We protect it from mis-use and abuse.
- It is your symbol of trust, and it is awarded to assist organisations and their people to demonstrate their compliance, competence, performance, commitment or achievements.

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