

Policy Guide

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Prepared by: Quality Manager

Approved by: General Manager

Green Roads Trading Establishment is a Type (A) inspection body operating in accordance with ISO/IEC 17020:2026 requirements. It specializes in inspection and metrological verification of fuel pumps at service stations, including initial verification, periodic verification, and post-maintenance verification.

This guide aims to consolidate the establishment's policies into a single document. It clarifies the purpose, scope, and position of each policy in relation to ISO/IEC 17020:2026 requirements, explains the relationship between policies, procedures, and forms, and outlines their issuance and review processes. This is a reference guide and does not replace the text of any policy. In case of any discrepancies, the original document should be consulted.

This guide applies to all employees, contractors, and committee members and serves as a reference for introducing the establishment to accreditation bodies and clients.

Standard reference and applicable requirements:

- ISO/IEC 17020:2026 — Requirements for inspecting bodies.
- Regulatory requirements issued by the Saudi Standards, Metrology and Quality Organization (SASO) regarding fuel pump verification.
- Saudi Standards and Applicable International Recommendations (OIML).

Distinguishing Between Policy, Procedure, and Model:

- Policy (GR-PR): A document that defines the principle, commitment, and limits of action—answering the question, “What are we committed to, and why”?

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- Procedure (GR-QR): A document that defines the steps, responsibilities, and timelines—answering the question, “How, by whom, and when is it implemented”?
- Model (GR-FM): A record-keeping tool that produces objective evidence of implementation—answering the question, “What is the evidence that it happened”?
- A policy is not considered implemented simply by its issuance, but rather by the existence of a procedure that implements it and a model that proves its implementation.

Organizational Policies:

- Quality Policy (GR-PR-01): Defines the framework of the management system and senior management’s commitments to efficiency, impartiality, consistency of results, and continuous improvement.
- Confidentiality and Data Protection Policy (GR-PR-02): Governs the handling of customer information and inspection results, as well as legal disclosure requirements and notifications to the customer.
- Complaints and Objections Policy (GR-PR-03): Defines complaint channels, processing stages, and timelines, ensuring that complaints are adjudicated by those not involved in the activity in question.
- Occupational Health and Safety Policy (GR-PR-04): Defines safety obligations at fuel stations before, during, and after inspections, emergency procedures, and the authority to suspend operations.
- Integrity Policy (GR-PR-05): Establishes the independence of judgment and the integrity of decision-making, and regulates the disclosure of conflicts of interest and the reporting of pressure.
- Electronic Documents and File Exchange Policy (GR-PR-06): Regulates the management of electronic documents, access permissions, version control, retention periods, and data security.
- Gifts Policy (GR-PR-07): Prohibits accepting or offering any benefit that could influence the outcome of an inspection, and regulates disclosure, conduct, and penalties.
- Policy Manual (GR-PR-08): This document.
- Grievance Policy (GR-PR-09): Defines the right of the inspector to request a review of a technical decision and guarantees the independence of the decision-maker.

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Policy Relationship to Standard Requirements:

- Impartiality and Independence: Integrity Policy, Gifts Policy, and Quality Policy—implemented by Impartiality Assurance Procedure GR-QR-01 and Impartiality Risk Management Procedure GR-QR-02.
- Confidentiality: Confidentiality Policy—implemented by Record Control Procedure GR-QR-08 and Electronic Documents Policy GR-PR-06.
- Resources and Efficiency: Quality Policy—implemented by Inspector Selection Procedure GR-QR-03 and Training Procedure GR-QR-04.
- Operations: Quality Policy and Health and Safety Policy—implemented by Operating Procedure GR-QR-05 and Application Review Procedure GR-QR-016.
- Complaints and Grievances: Policies GR-PR-03 and GR-PR-09 — implemented by the Standard Documentation Procedure GR-QR-014 and the Risk and Opportunity Procedure GR-QR-015.
- Management System: Quality Policy — implemented by the Document and Record Control, Internal Audit, Management Review, and Corrective Action Procedures.

Policy Setting and Issuance:

- Each policy is issued, amended, and revoked according to the Document Control Procedure GR-QR-07 via the Issuance and Approval Request Forms.
- No policy is considered valid until it is approved and signed by the General Manager and its effective date is stated.
- The issue number is raised to a whole number when a material change affects an obligation, liability, or duration, and to a decimal for a clerical correction.
- Revised copies are withdrawn from circulation, and one copy is retained in the replacement documents folder. ● Policies are accessible to all employees through the corporate platform, and policies that affect external parties—such as those related to neutrality, complaints, and grievances—are published on the official website.

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All policies are reviewed at least annually, and whenever there are updates to the reference specifications or regulatory requirements, a material change in the structure or scope of activities or based on the findings of internal and management audits. This guide is updated whenever a new policy is issued, repealed, or its code is changed

General Manager



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