GE-GOV-1.0 / VERSION 1.0

Governance & Certification Policies

Organizational performance and service quality

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Assessment and certification standards.

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Use this document with its stated edition. Applications and enquiries: contact@greatentity.com. Certificate verification: verify@greatentity.com. Certification follows an assessment and an authorized decision.

Governance & Independence

Defined authority and independent assessment decisions.

Required functions

The scheme owner maintains the framework and controls versions. The assessment lead conducts and reports the assessment. An independent technical reviewer checks evidence and scoring. An authorized decision maker grants, defers, declines, suspends, restores, or withdraws recognition. An impartial appeal reviewer considers contested decisions.

Role separation

The assessment lead cannot approve their own certification recommendation. A person involved in the original decision cannot decide its appeal. Sales or fee collection cannot overrule technical findings. Record appointments, delegations, competence, and conflicts before an engagement starts.

Scheme oversight

Review the scheme at least annually using assessment consistency, complaints, appeals, integrity incidents, stakeholder feedback, and outcomes of corrective action. Keep minutes, assigned actions, and revision decisions. Serious integrity concerns trigger immediate review.

Decision records

Certification decisions identify the assessed scope, evidence reviewed, findings, outcome, and responsible authority. A separate review process handles appeals.

Records and decision accountability

The portal separates administrator, assessor, reviewer, and applicant permissions. An administrator assigns staff; an assessor records findings and ratings; the independent reviewer approves, defers, or declines. Submitted assessments and decision reasons are retained in the audit history. The administrator cannot issue a certificate through an application administration action.

Assessment and payment decisions

The initial USD 800 fee is non-refundable. The independent reviewer determines whether the organization passes without regard to the final balance. Only a successful assessment makes the remaining USD 2,200 payable. Payment confirmation releases a certificate only where independent approval already exists.

Ethics & Conflicts of Interest

Rules that protect impartiality and evidence integrity.

Conduct

Require truthful evidence, respectful treatment, confidentiality, and disclosure of material conflicts from assessors, reviewers, decision makers, and applicants. Prohibit coercion, bribery, respondent coaching, retaliation, and deliberate concealment.

Conflicts and gifts

Declare relevant employment, consulting, ownership, financial, family, and close personal relationships before assignment and when circumstances change. Apply the 24-month employment and consulting exclusion. Decline gifts, hospitality, or incentives that could influence or reasonably appear to influence judgment.

Handling concerns

Record integrity concerns in a restricted case register, protect evidence, and assign an uninvolved reviewer. Give the affected party an opportunity to respond unless doing so would compromise evidence or immediate protection. Substantiated issues may require reassignment, invalidation of evidence, suspension, or withdrawal.

Decision independence

Keep commercial and technical decisions separate. Document the reason for any reassignment and the disposition of conflicts. Assessors cannot offer paid implementation work to remedy findings in an engagement they assess.

Complaints & Appeals

Defined review steps, time limits, and independent outcomes.

Complaint route

A complaint concerns service, conduct, confidentiality, or mark misuse. Record the complainant's details, subject, evidence, and requested remedy in the scheme case register. Acknowledge within five business days, assign an uninvolved reviewer, and provide a reasoned response within 30 business days, or a documented explanation and revised date.

Appeal route

An applicant or certificate holder may appeal a decision within 30 calendar days of receiving it. Identify the contested decision, grounds, supporting evidence, and requested outcome. Acknowledge within five business days. The reviewer must not have assessed the organization, made the original decision, or have a material conflict.

Review and resolution

Review the original record and relevant new evidence, seek clarification where needed, and record the outcome with reasons within 30 business days unless a justified extension is notified. The outcome may uphold, amend, or return the decision for reassessment. Communicate any correction and update the certification record where applicable.

Protection and status

Do not retaliate against a complainant or appellant. Protect confidential information and disclose it only as necessary for a fair review. An appeal does not automatically lift suspension or extend an expired certificate. Submit complaints and appeals to contact@greatentity.com, identifying the engagement or decision concerned.

Certification Mark Use

Use certification claims only within a valid, verified scope.

Permission and identification

Mark use requires a granted, active certificate and a written license from the scheme authority. Accompany the mark with the certified entity or operating unit and a certificate reference or verification link. The institute's logo alone does not establish certification.

Accurate scope

Claims must match the assessed activities, category, and locations. Do not place the mark where it suggests product approval, academic accreditation, statutory approval, or assurance of unassessed activities. An organization-wide claim is prohibited when only a unit is certified.

Artwork and placement

Use only the supplied licensed artwork. Preserve proportions, lettering, colors, and clear space; do not stretch, crop, recolor, or combine it into another logo. Keep clear space at least equal to the height of the capital G around the mark and a minimum digital width of 96 pixels, increasing size when accompanying certificate details need it.

Status changes and misuse

Stop mark use immediately on suspension, withdrawal, or expiry. Remove digital claims within five business days and cease distribution of printed materials carrying the claim. Document corrective action. The scheme authority may require correction, suspend or withdraw permission, and publish the accurate certificate status.

Standards Development

A controlled process for maintaining GEEF after Version 1.0.

Controlled editions

GEEF defines the assessment model. GEES defines the certification requirements and decision rules. The handbook sets out assessment practice. Sector and specialist modules add requirements for their context without changing the core point allocation. Every engagement records the editions used.

Changes with a reason

Proposed changes require a problem statement, supporting evidence, an impact analysis, and a decision record. Review scoring changes against completed cases before release. Consult affected applicants and assessors on substantive changes and publish transition arrangements.

Technical evaluation

The review program examines criterion coverage, interpretation, agreement between assessors, score sensitivity, evidence burden, and fairness across organization sizes. Field results inform revisions; they are not replaced by a desk review or an arithmetic test.

Document ownership

The institute assigns an owner and approving authority for each controlled document. Release records identify the edition, date, reason for change, and the engagements affected. Send technical comments to contact@greatentity.com.

Public Consultations

A defined route for contributing to future framework revisions.

When consultation applies

Substantive revisions to criteria, scoring, evidence rules, or category modules require a published consultation before adoption. Each notice identifies the clauses, rationale, comment route, opening date, and closing date.

How to structure a comment

Identify the clause or criterion, explain the issue using an example, state the effect on evidence or interpretation, and propose replacement wording. Separate factual corrections from suggestions for a policy choice.

Review and transparency

Log comments, group recurring issues, and record whether each issue is accepted, partially accepted, or declined with reasons. Publish an anonymized response summary with the adopted revision.

Contribute to the framework

Send comments on the framework to contact@greatentity.com. Identify the relevant criterion or clause and explain your suggested change. Formal consultation notices are published here when a revision is opened for comment.