IMPARTIALITY AND CONFIDENTIALITY POLICY

1. Purpose

ABCON SAFETY CONSULTANCY is committed to maintaining the highest levels of **impartiality, independence, and confidentiality** in all personnel certification activities. This combined policy ensures that certification decisions are objective, fair, and free from undue influence, while all information obtained during certification activities is adequately protected, in accordance with **ISO/IEC 17024:2012** and applicable legal requirements.

2. Scope

This policy applies to all:

- Directors and management
- Employees and contract staff
- Examiners, invigilators, assessors, and committee members
- Subcontractors and external service providers

It covers all certification-related activities, including examinations, assessments, decision-making, record handling, and business operations.

3. Impartiality Policy Statement

ABCON SAFETY CONSULTANCY conducts all certification activities impartially. Certification decisions are based solely on objective evidence and defined competence requirements. The organization ensures that no commercial, financial, personal, or other pressures compromise impartiality.

4. Impartiality Safeguards

4.1 Certification Decision Control

- Certification decisions are independently reviewed and approved by qualified personnel not involved in the examination or assessment process.
- Decisions are made strictly in accordance with approved certification schemes and evaluation criteria.

4.2 Service and Activity Restrictions

- The organization does not provide training or consultancy services to certification candidates.
- Examinations are not outsourced to training institutes.
- No financial or managerial interests are held in training or certification bodies that could compromise impartiality.

4.3 Relationship and Conflict of Interest Management

- All personnel must declare any actual, potential, or perceived conflicts of interest.
- Personnel with prior relationships with candidates or organizations are excluded from related certification activities.

- Any exceptions require documented justification and Director approval, with a minimum separation period of two (2) years where applicable.

4.4 Referral and Marketing Controls

- Referral commissions are permitted only when they do not influence certification decisions.
- All referral arrangements are documented and subject to impartiality risk assessment.
- Marketing activities shall not compromise impartiality or influence examination outcomes.

5. Confidentiality Policy Statement

All information obtained or created during certification activities is treated as confidential. Disclosure is strictly controlled and permitted only with proper authorization or when legally required.

6. Protection of Confidential Information

6.1 Information Covered

Confidential information includes, but is not limited to:

- Examination materials and results
- Candidate records and personal data
- Certification decisions and reports
- Operational, financial, and HR information

6.2 Access Control and Security

- Access to confidential information is limited to authorized personnel only.
- Physical records are secured in controlled storage areas.
- Electronic records are protected through password-controlled and access-restricted systems.
- Subcontractors may access only information relevant to their assigned activities.

6.3 Disclosure and Legal Obligations

- Confidential information shall not be disclosed to third parties without written authorization from the Director.
- Information may be disclosed to accreditation bodies or regulatory authorities where legally required.
- Illegal activities or practices posing risks to safety or the environment may be reported to authorities with Director approval, unless prohibited by law.

7. Staff Conduct and Ethical Requirements

All personnel shall:

- Act objectively and without bias
- Refrain from accepting gifts, favors, or financial benefits
- Avoid financial transactions with candidates or training institutes
- Not retain or misuse confidential candidate information

- Immediately report unethical behavior, breaches of confidentiality, or impartiality risks

8. Confidentiality and Impartiality Agreements

All directors, staff, subcontractors, and committee members shall:

- Sign confidentiality and impartiality declarations prior to engagement
- Commit to ongoing compliance with this policy

9. Monitoring and Review

- Impartiality risks are identified, analyzed, and reviewed periodically.
- Regular internal audits are conducted to verify compliance with this policy.
- This policy is reviewed at least annually or when changes to standards or regulations occur.

10. Non-Compliance and Disciplinary Action

Any breach of this policy may result in disciplinary action, including termination of employment or contract, withdrawal of authorization, and legal action where applicable.

11. Approval and Control

Originator:
Approved By:
Designation:
Signature:
Date: