

	Document "COMPANY'S POLICIES"		MP 03A Rev 01
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IMPARTIALITY POLICY

ICMQ India is committed to build and maintain the reputation and credibility to its stakeholders through certification, inspection and training services delivered by ensuring independency, impartiality and competence.

Referring to an adequate Risk Analysis ICMQ India aims to mitigate any risk that could compromise impartiality of its services.

ICMQ India ensures stakeholders about its impartiality according to the following principles:

- A) **Financial independence:** the business model is based on a different services in order to ensure an adequate level of turnover in the event of a crisis in any of certification schemes and inspection services and to ensure that no customer can be in a position of influencing the company decisions related to its services;
- B) **Impartiality against customers:** ICMQ services are accessible to applicants regardless the customer size or membership of any association or group nor shall services be conditional upon the number of customers. There shall not be undue financial or other conditions. Access shall not be conditional upon
- C) **Staff impartiality:** All ICMQ personnel whose activities may affect the certification and inspection processes (Managing Director, Head of Certification, Business Line Manager, Branch Manager, Product Manager, Administrator) is hired with a direct and full time exclusive employment contract to prevent them from engaging in any consultancy or other professional work. The Managing Director has to report his/her activity to the ICMQ President. Staff are compensated in adequate manner not to compromise ICMQ India certification and inspection processes impartiality;
- D) **Company conflict of interest:** ICMQ India, either directly or through a parent company, does not engage with a customer in any professional service (consultancy, internal audit) that may compromise its impartiality. Training courses focused on Management systems relevant to the construction sector are designed around topics which interest an entire sector and not an individual organisation, they are advertised through the ICMQ's website or through special mailings and they are open to the general public;
- E) **Auditors'/Inspectors' Conflict of Interest:** an Auditor/Inspector, before being appointed by ICMQ India, is required to sign for acceptance the Code of Ethics and, in particular, the clause related to professional or business relationships with the organization to be audited/inspected.
- F) **Consultants Compensation:** ICMQ does not recognize any economic fee to consultants recommending their customer to be certified by ICMQ India.

To ensure customers about its impartiality in the certification and inspection activity ICMQ India established a Code of Ethics specifying the individual behaviour required to employees and auditors/inspectors.

ICMQ India also appointed a Committee for Safeguarding Impartiality involving the most relevant stakeholders and aiming to monitor the compliance with the above mentioned principles.

I am personally committed to deploy this impartiality policy and to monitor its deployment because I consider it a primary condition to provide the Customer and the market with a value added service.

The Managing Director
Dr.Cesare Saccani

Date

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