	Document “COMPANY’S POLICIES”		SD 02A Rev 02
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QUALITY POLICY

ICMQ India’s mission is to lead building-material and construction organizations in India towards a worldwide recognized excellence of products and buildings.

It also aims to be recognized as the best certification and inspection body in India in this sector with a worldwide reach producing outstanding results with an effective quality policy based on the following pillars: a leadership fully committed towards the business excellence

- a service strategy focused and tailored to the construction and building material industry
- a management system aiming to excellence
- an integrated network of excellent processes
- a strong brand associated with independency, impartiality and competence
- a talented team
- a qualified network of partners (manufacturers and scientific association in the construction industry) at National and International level

ICMQ India promotes a culture of quality management systems, environmental protection, health and safety in the workplace and improved building performance and sustainability by providing a wide range of services.

ICMQ India is committed to maintain the reputation and credibility achieved in Europe.

We, at ICMQ India, believe that an independent, impartial and competent third party certification and inspection body is the right partner to support client organisations towards a continuous improvement in processes and products. In addition through education and training of organisations’ personnel ICMQ is committed to bring an improvement on the construction industry’s environmental effects and a reduction of work-related injuries in the workplace.

ICMQ India conducts and continually performs a risk analysis to identify and face any threat to its impartiality and for such purpose it has created a specific Committee for Safeguarding Impartiality.

ICMQ’s strategy to establish, monitor and improve the quality level of the certification and inspection activity is aimed at achieving the following 6 objectives:

1. to increase the number of accreditation for different certification schemes
2. to increase the number of recognition from Public Bodies for providing services in the mandatory certification or in third party quality assurance in public works;
3. to participate to international workgroup and committee that develop certification and inspection schemes;
4. to increase the number of highly skilled and qualified auditors, inspectors and faculties
5. to increase the number of partnerships, in India and abroad, to involve the Stakeholders and to improve the know how, the service efficiency and the effectiveness of the evaluation methods
6. to increase its customer loyalty and to reduce any customer complaints


In my role of Managing director of ICMQ India, I am personally committed to deploy this policy, to monitor its deployment within the certification body, to review it in order to guarantee its on-going improvement.

I’m personally involved to do so by:

- a) establishing yearly quality objectives and their deployment
- b) supporting the deployment of an integrated network of processes
- c) enabling the competence and skills of our people and to support the Team working

The Managing Director
Dr.Cesare Saccani

Prepared by	MR	Gopalkrishnan	Date
Verified and Approved by	MD	Cesare Saccani	20/11/2012
			30/11/2012

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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, Management Representative, Head of Service, Marketing & Sales 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 India 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
Prepared by	MR Gopalkrishnan	20/11/2012
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CONFIDENTIALITY POLICY

ICMQ India set out the Confidentiality Obligations to safeguard the confidentiality of Information created internally or obtained through the relationship with its Stakeholders.

The term "Confidential Information" means any information disclosed by ICMQ or its Stakeholders (the Disclosing Party) which there is an interest to keep confidential and which is not available to the general public or are obtained by a Recipient party or to which a Recipient is allowed access without the Disclosing party prior written approval to be disclosed to any third party other than ICMQ India officers and employees directly concerned with the assignment or the relationship with ICMQ or a Stakeholders (e.g. a customer during a certification/inspection activity).

Regardless of how it is saved (paper, electronic data storage devices, etc.) Confidential Information include, but are not limited to, investments and business plans, financial data and forecast, marketing and sale plans, databases, pricing strategies, intellectual properties (patents, trade secrets, etc.), employee information, manuals and working procedures, technical specification, drawing or designs regarding customers, partners, staff or our own business interest and are considered confidential unless otherwise specified or published by an authorized body.

The Confidentiality Policy is deployed through:

Confidentiality between ICMQ and employees: every employee (Director, member of Committee for Safeguarding Impartiality, auditor, inspector, etc.) having access to Confidential Information is required to sign the Code of Ethics specifying how to ensure confidentiality obligations.

Confidentiality with Stakeholders: each contract signed with Stakeholders includes a specific clause to ensure the Confidentiality obligation during the relationship.

Confidentiality of information from other sources: Information about Stakeholders received by sources other than the Stakeholder (complainant, regulators) shall be treated as confidential.

Controlled access to Information: access to documents' archives (minutes, letters) is governed by specific and comprehensive procedures.

Publicly Disclosed information: ICMQ India shall maintain and make public upon request by any interested party information describing its processes for granting, maintaining, extending, renewing, reducing, suspending or withdrawing certification and about inspection activities, types of management systems and geographical areas in which it operates. ICMQ India shall disclose information regarding the granted, suspended, withdrawn certifications according to ISO 17021.

The Code of Ethics set out the rules implementing this policy and establish how individuals, including but not limited to, Board's Members, employees, auditors, inspectors are required to manage Confidential Information.

The Confidentiality Obligation shall cease if and to the extent Confidential Information:

- a) is or becomes available to the public domain by any means other than as a result of a breach in ICMQ India's Confidentiality Obligations;
- b) was lawfully in our possession or known prior to receipt from the Disclosing Party;
- c) was rightfully disclosed to ICMQ by a third party (without restriction).
- d) was independently developed by ICMQ India without use of any Confidential Information

In the event ICMQ India is required to disclose Confidential Information under any laws or regulations and in particular further to a request from a judicial or administrative authority, ICMQ India shall (i) limit such disclosure to information as is strictly required to be disclosed under such obligations, (ii) prior inform the Disclosing party regarding the content, form and date of such disclosure accompanied by evidence of the nature and extent of such obligations and (iii) notify to the client the information disclosed

The Managing Director
Dr.Cesare Sacconi

		Date
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