

## **POLICY OF IMPARTIALITY, CONFIDENTIALITY, and AVOIDANCE OF CONFLICTS OF INTEREST**

The basic principles applied by ICS in its field of activity, to give confidence to all interested parties in its services, are impartiality, competence, responsibility, openness, confidentiality, and responding to complaints. To ensure the independence, impartiality, and fairness of ICS with its employees, we do not:

- Develop the realization of our services by purchasing, installing, using, or maintaining subjects of the certification,
- Provide advisory or consulting services that enable the closing of issues that represent an obstacle to obtaining a certificate,
- Provide any other service that could threaten the confidentiality, objectivity, or impartiality of our certification process (e.g. from point 5.2.4 to 5.3.2. of the requirements of ISO 17021-1:2015),
- Impartiality is proof that there is no coercion or influence on all processes and decisions in the certification process by any interested party, both the client and auditors, ICS employees, or members of the certification commission,
- Impartiality is one of the most important proofs of the credibility of the procedure and the certificates we issue.

ICS has determined through the documentation of our management system, the possibilities of potential conflicts of interest, and how we act in the event of a risk of a conflict of interest or bias. Of particular importance is the supervisory role of the Commission for Ensuring Impartiality. At least once a year, the commission reviews the impartiality of audits, certification processes, and decision-making in the ICS.

We have defined the identification, analysis, and measures that we plan to take in the event of a possible conflict of interest as documented information. We take great care of all these elements through our daily activities, thus ensuring the objectivity of the certification process.

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