

## Senior Management Confidentiality, Impartiality and Independence Commitment



TÜV AUSTRIA TURK – General

TÜV AUSTRIA is responsible for impartial performance of all conformity assessment, inspection, testing, staffing and system certification activities. A structure has been established clear of all kinds of commercial, financial, administrative and other pressures which may effect its decisions and activities conducted by means of its staff. Such structure has been guaranteed by top management of TÜV AUSTRIA with this commitment.

TÜV AUSTRIA has received the Declaration of Confidentiality and Impartiality from all office personnel, inspection, auditor, evaluator, decision-making and examiner personnel, test personnel and outsourced personnel for the purpose of protecting impartiality.

Impartiality is kept under control by means of Impartiality Committee of TÜV AUSTRIA and Internal Audits. Any circumstances that threaten impartiality are considered by the Impartiality Committee which convenes periodically and acts and take decisions independent from senior management.

Top management and staff of TÜV AUSTRIA do not allow any kind of commercial, financial and other internal and external pressures which may effect the quality of the work done negatively and have regulations that ensure keeping away from effects of such pressures.

Conformity assessment services are carried out and managed within the framework of the principles of independence and impartiality. Final decision on conformity assessment is made by persons and bodies independent from TÜV AUSTRIA.

TÜV AUSTRIA has secured protection of confidentiality of information obtained during conformity assessment procedures with "Confidentiality Policy". It protects copyrights and patent rights of the entity for which it provides inspection and conformity assessment services.

All information, data and documents, obtained during provision of services, pertaining to all real and legal persons operating in the private and public sector for which conformity assessment services are provided cannot be given to 3. parties or published on media open to general public without written permission of the right holder, except for the part requested by authorized institution(s) and accreditation institution(s) for their activities. Confidentiality of the information, data and documents of real and legal persons served are under responsibility of senior management of TÜV AUSTRIA and such confidentiality is exactly respected and will be respected.

The information obtained in the conformity assessment process shall be maintained by TÜV AUSTRIA as the client's secret unless otherwise provided by law. If requested by the regulatory authority, if not legally prohibited, the customer notifies the legal authority of the information given. The information obtained from the customer from different sources will be considered confidential.

TÜV AUSTRIA has created appropriate communication processes for all its personnel. Ensures effective communication for the proper functioning of the management system.

TÜV AUSTRIA continuously assesses, in accordance with "Risk Analysis", possible risks for ensuring and execution of its impartiality and independence. Such assessment covers risks which arise from its activities, relationships or relations with the staff. These relations to threaten impartiality of TÜV AUSTRIA may be; ownership, governance, management, personnel, shared resources, finance, agreements, marketing (including trademark) and payment of sale commissions or incentive payments for directing new customers. TÜV AUSTRIA takes all necessary measures for such risks, but does not submit these relations in order to ensure absolute impartiality. If any risks concerning impartiality are determined, TÜV AUSTRIA eliminates or minimizes such risks.

TÜV AUSTRIA does not perform any activities which may reduce confidence in its integrity regarding its independence, competence, impartiality, decision making or operation.

All precautions against the risks which may threaten impartiality of the staff and external auditors/experts assigned in conformity assessment process have been taken by top management of TÜV AUSTRIA. Fees for the personnel, external auditors and experts are paid without depending on conformity assessment

There is no commercial relationship, under no circumstances, except for those within the scope of the service provided, between TÜV AUSTRIA and all real and legal persons for which conformity assessment services are provided and there will not be. All kinds of commercial relations with served sectors and current/potential customers in the sector, which may threaten impartiality are handled by Impartiality Committee, in cases of contradiction to impartiality, firstly the senior management; and if not corrected the accreditation institution will be informed.

All TÜV AUSTRIA employees report their past work experience to TÜV AUSTRIA. Employees who have provided or have worked in the past two years, have provided any counseling, training services or have direct responsibility to their immediate relatives shall not be assigned to the conformity assessment services of the relevant organization.

TÜV AUSTRIA does not provide counseling/consultancy services, under any name, to all real and legal persons and sectors which are rendered conformity assessment services. In addition, customers who are rendered conformity assessment services are not provided with internal audit. There will be no trade relationship and partnership relationship with the institutions that provide consultancy services in the service sectors. Any relationship with consultancy firms in an impartial / threatening manner will be examined by the Committee on Impartiality and will be subject to risk assessment.

Under the TS EN ISO / IEC 17024 standard, Personnel Certification is structured under the responsibility and responsibility of the Top Management in order to carry out training and certification processes independently. It is promised by the Top Management that the persons to whom the assessors and decision-makers participate in their previous training shall not participate in any examinations for two years. It cannot offer training and examination services to individuals as a package. In addition, it is the responsibility of the Senior Management to ensure that individuals who receive training are prevented from implying that there is a guarantee of success in the exam.

There will be no commercial relationships, under no circumstances, except for those within the scope of the service provided, between partners and managerial personnel of TÜV AUSTRIA and all real and legal persons and sectors for which conformity assessment services are provided. TÜV AUSTRIA shall not, under any circumstances, involve in designing, production, installation, distribution or maintenance activities of the product it will certify or in designing, application, operation or maintenance activities of the process it will certify or in designing, implementation, provision or continuation activities of the service it will certify.

Appeals, complaints and disputes are adjudicated under responsibility and assurance of TÜV AUSTRIA and customer satisfaction is ensured. TÜV AUSTRIA is fully responsible, by means of this commitment, for collection and verification of all information aimed at validation of complaints and appeals and for execution of the entire process.

The independence of the full-time and contracted personnel assigned to the service from the real and legal persons who are served and the neutrality of their activities are committed by the top management. TÜV AUSTRIA provided all the conditions required for all personnel involved in the reporting activities to maintain their activities within the boundaries of professionalism and in proportion to their activities in technical and professional competence.

TÜV AUSTRIA informs the customer in advance, of the information to be shared with third parties. It makes this information public with the permission of the customer or as written in the contract, or considers all other information, apart from such information agreed between TÜV AUSTRIA and the customer (such as for the purpose of responding to complaints), private and confidential.

**On behalf of TÜV AUSTRIA**

**YANKI...ÜNAL**

**General Manager**

**03.03.2020**