



INTRODUCTION

At **CERTPLUS**, integrity and business ethics are fundamental to the way we do business and are key elements of how we build our company. Accordingly, **CERTPLUS** recognizes and understands the importance of impartiality and is committed to providing all business services impartially.

CERTPLUS'S COMMITMENT TO IMPARTIALITY AND INDEPENDENCY IS DEMONSTRATED THROUGH THE FOLLOWING:

- ❖ All business activities are conducted in a non-discriminatory manner and the procedures and criteria employed in the conduct of these activities are applied on an equal basis to all.
- ❖ A **CERTPLUS** Quality Policy which refers to the avoidance of conflicts of interest to ensure impartiality and objectivity.
- ❖ The implementation of a Ethics Codes of which three of its six principles - Integrity, Conflicts of Interest, and Anti-Bribery – are dedicated to the management of impartiality. Code of Ethics, Top Management Commitment, Quality Policy, Confidentiality Policy is published at company website. (www.certplus.com.tr)
- ❖ The General Manager responsible for overseeing the implementation of the Code of Ethics throughout **CERTPLUS**.
- ❖ Contractually binding agreements signed by all employees and subcontractors confirming their commitment to abide by the ode of Ethics principles.
- ❖ Impartiality risks identified by Quality Department, validated by General Manager and reviewed and adapted as necessary at a process level.
- ❖ Impartiality Committees established for our certification activities, made up of independent members representing the key interests of the specific certification activities, responsible for reviewing and overseeing impartiality matters
- ❖ **CERTPLUS** represents a independent legal entity having its own departments: including Quality, Certification, Sales and Finance.
- ❖ **CERTPLUS** does not receive any financial support other than the invested in it (including deposits) and the sales of its services.
- ❖ **CERTPLUS** connects with business relationships with subcontractors for all other activities that might be needed to the certification process. Those subcontractors went under constant evaluation and monitoring and needed to sign a declaration to ensure the impartiality of its certification activities is not compromised.
- ❖ **CERTPLUS** does not certify any organization, either fully or partially owned subsidiary of **THE Q**. Where they represent the designer, manufacturer, installer, distributor, or maintainer of the product aiming to be certified.
- ❖ **CERTPLUS** does not Provide any consultancy services either for client management system of consultation for product development process or either provide internal audit for client management system.
- ❖ **CERTPLUS** does not promote any consultation companies or any other company that is working in consultation within the scope of certification adopted by **CERTPLUS**. In this regard, **CERTPLUS** does not deceive their clients for seeking consultation by implying or declare that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used.
- ❖ **CERTPLUS** certification Services and activities are promoted and marketed independently not linked to any other services whether it is consultation, testing, or any other services that might be needed by clients.
- ❖ **CERTPLUS** does not pay any commissions to consultants therefore there can be no pressure exertion on the certification body by consultant or any other party.
- ❖ **CERTPLUS** does not allow any pressure from other certification bodies, clients, consulting organizations, subcontractors, to influence the certification process in the organization.
- ❖ **CERTPLUS** Personnel are specialized in performing the certification activities including reviewing, evaluating, decision making, they are not at all interfered in any activity related to consultancy for the scope specified in the certification activities.

Top Management is committed to full compliance and monitoring proper implementation and continual improvement.

Certification Manager

General Manager

Quality Manager