

**IMPARTIALITY AND CONFIDENTIALITY COMMITMENTS**

## Impartiality and Confidentiality Commitments

IFC GLOBAL guarantees that;

- The compliance assessment shall be conducted by placing importance on impartiality and confidentiality in the evaluation services,
- It shall provide all the necessary resources to carry out conformity assessment services in the best way, to ensure continuous satisfaction of our customers and to keep complaints at minimum,
- It shall not, in any way, engage in confidential or direct discriminatory practices by accelerating or slowing down the application of client organizations that apply for conformity assessment services and it shall ensure that conformity assessment services are accessible to all applicants,
- Access to conformity assessment services shall not depend on the client's scale or membership in any association or group, or the number of services provided, and shall not make excessive financial or other demands,
- If an event that may cause a conflict of interest occurs during the applications for conformity assessment, these client organizations shall not be served,
- It shall ensure that all of its employees are free from all political, commercial and financial pressure while conducting its activities.

All personnel participating in conformity assessment activities shall make their decisions without being under the influence of any person or institution.

IFC GLOBAL takes an objective approach to the parties in its conformity assessment activities and has determined the necessary measures and approaches to eliminate or reduce the hazard for situations that may cause a conflict of interest,

IFC GLOBAL has obtained professional liability insurance against damage or risks that may occur against third parties in the scope of conformity assessment activities.

IFC GLOBAL ensures that;

- It shall not carry out the design, implementation, operation or maintenance activities of the products that are under conformity assessment,
- It shall not offer or provide consulting services to its customers,
- It shall not offer or provide management system consultancy or internal audit services or in-house training to its customers.

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