



IMPARTIALITY, CONFIDENTIALITY AND OBJECTIVITY POLICY - ISO 17024

- To reserve the right to decisions related to the granting/renewal/suspension and/or withdrawal of the certification of competence, these decisions shall not be delegated to any other organization.
- Act impartially in relation to balanced engagement with your applicants, candidates, certified persons and/or stakeholders.
- Maintain fairness in the application of internal procedures for all applicants, candidates and certified persons.
- Not to restrict access to certification for improper financial reasons or other limiting conditions.
- Be responsible for the impartiality of its certification activities and not allow commercial, financial or other pressures to compromise impartiality.
- Failure to provide competency certification results that could compromise impartiality, objectivity and confidentiality in the execution of the processes.
- Execute the certification of competence under strict technical criteria, demanding that it be carried out with independence and impartiality, without any coercion.
- Do not use the results of the competition certification for advertising purposes.
- The processes conducted by the certification body are independent of training to ensure that confidentiality, information security and impartiality are not compromised.
- Maintain the confidentiality of the personnel of the certification body on the oral or written information provided by the client and that obtained from the object of the test, before people outside the certification body, unless these are authorized by the client and with absolute knowledge of it.
- Recognize the importance of impartiality in certification activities, manage conflicts of interest as well as objectivity in certification activities.

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