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1. SUBJECT AND PURPOSE

The purpose of this document is to establish the fundamental principles governing activities and contractual arrangements concerning:

1. TNV EUROPE internal and external personnel, including members of the Committee for Safeguarding Impartiality
2. Personnel of companies to which TNV EUROPE assigns any activities related to the assessment of management system certification activities.

2. CONFIDENTIAL INFORMATION

All information relating to certification activities is considered confidential.
Accordingly, any other information and documents of the same nature shall be treated as confidential, even if not specifically identified herein, where TNV EUROPE requires such treatment:

1. Activities relating to the documentation preparation process, both during the implementation phase and the maintenance phase. An assessed company may use the information provided that this does not result in a misinterpretation of the development status of its management system. TNV EUROPE is authorized to treat information in its possession as non-confidential solely for justified reasons, provided that the Company has been informed and has authorized such treatment, where necessary.
2. Information arising from proceedings conducted by judicial authorities;
3. Any activity defined as confidential by the company;
4. Statutory documents under review bearing the indication “Restricted” or “Confidential”;
5. Any other document marked “Restricted” or “Confidential”;
6. In general, all documentation specified in the procedures relating to the company management system, such as records, design, development, storage, packaging and delivery, is classified as confidential.

The following are examples of documents (and the information contained therein) of a confidential nature:

- Formal or informal requirements for certification;
- Information concerning the review of documentation, prior to the assessment, during the assessment and the assessment itself;
- All types of decisions made in relation to an application for certification or during the maintenance of certification;
- Sanctions imposed on a company that has applied or is applying for certification, in accordance with the conditions established in the applicable rules. TNV EUROPE reserves the right of publication, which may only be exercised with the prior approval of the General Manager;
- Company information obtained during the certification process and information to be stated on the certificate once certification has been granted. From the date of issue of the certificate, such information will no longer be classified as confidential and will also be included in TNV EUROPE publications.
- All correspondence between TNV EUROPE and organizations applying for and/or already holding a certificate, even where such correspondence is in any way addressed to third-party companies and/or persons participating in certification activities.
- All correspondence between TNV EUROPE and its employees and/or collaborators contains information relating to documentation.

3. DESCRIPTION

3.1. Professional Code of Conduct for TNV EUROPE Personnel

A person as defined in Chapter 1 shall:

1. Treat as confidential all documentation to which they have access and which is classified as confidential in accordance with the provisions of this procedure;
2. Not provide consultancy or advice, including outside working hours, in all cases covered by the documents for recognition of conformity with ISO/IEC 17021-1:2015 (latest valid version), the guidelines for implementation of the standard issued by the International Accreditation Forum, and any special requirements imposed by accreditation bodies;
3. Not communicate in a manner that could lead the client to believe that the TNV EUROPE certification process may be simplified and/or made more economically advantageous if the client uses specific consultancy services;
4. Not participate in the certification process of a client with whom they have had collaborations and/or other forms of management-system-related service provision during the previous two years;

5. Adopt all appropriate security measures to prevent the direct or indirect disclosure, whether through their own actions or those of their subordinates, of documents and information of which they become aware while performing activities within the TNV EUROPE certification process. Such security measures include:
   a. Manage and archive documentation in accordance with the specific written provisions set out in the relevant procedures and instructions;
   b. Not leave confidential documentation unattended in meeting rooms or in rooms accessible to visitors;
   c. Prevent unauthorized persons from accessing work areas and archives.
6. At all times in the performance of their work, comply with TNV EUROPE documents and procedures relevant to their assigned duties;
7. Participate, to the greatest extent possible and whenever required by TNV EUROPE, in activities, meetings and courses aimed at harmonizing criteria;
8. During the preparation of documentation, inform TNV EUROPE of any relationship (direct related relationship, consultancy activities, family ties, hierarchical dependency, etc.) that they may have or have had with the company to be assessed, particularly where such a relationship could compromise their independent judgement.
9. Maintain conduct that supports a positive and professional image of TNV EUROPE;
10. Share their experience, ideas and advice with other members of TNV EUROPE staff;
11. Not take advantage of their status as a TNV EUROPE employee for purposes other than the duties assigned to them. In particular, during assessment activities:
    a. Deviations and discrepancies shall be established on the basis of objective evidence and not on personal opinions or subjective assessments;
    b. Not behave inappropriately towards the assessed company.
12. Not hesitate to revise their opinion if they discover that there is any deficiency within the company;
13. Not yield to pressure or intimidation where they are confident in their assessment criteria, unless evidence demonstrates otherwise.

3.2. Professional Code of Conduct for Auditors and Companies Contracted by TNV EUROPE

The Code applicable to TNV EUROPE personnel shall be used.