

Policy of Impartiality, Independence and Confidentiality

ICONTEC is a multinational service company that contributes to the generation of trust in society and sustainable development in organizations. It responds to the needs of various economic sectors.

Currently, ICONTEC performs standardization, education and compliance assessment activities (the latter includes certification of management systems, products and services, inspection, calibration of measuring equipment and metrology, and assessments for climate change and sustainable development), is the organization authorized by the National Government for Healthcare Accreditation. Additionally, it develops standards and publications, and represents Colombia as the National Standardization Organization.

ICONTEC, as a compliance assessment organization, performs its activities with objectivity, confidentiality and impartiality. This ensures the independence required to act and decide in an autonomous, appropriate and reliable way.

Despite being a part of the private sector, the ICONTEC Board of Directors is composed of representatives from both the public and private sectors who have committed to work to benefit the institute by promoting impartiality and objectivity in all of their services.

To safeguard impartiality, committees include representatives from sectors interested in certifications for products, services, processes, management systems and climate change assessments.

To ensure impartiality and confidentiality, ICONTEC has established its Ethics Code defining the action guidelines, and conditions and limitations for all people who provide services, so that conflicts of interest and threats to impartiality are avoided.

The Ethics Code must be applied by all personnel employed by ICONTEC and external professionals who provide services to ICONTEC.

Additionally, ICONTEC identifies, analyzes and documents possible conflicts of interest that may arise during compliance assessment services, including any conflict from its relationships with other organizations and entities. Nevertheless, if a relationship presents a threat to impartiality, the organization must document it and demonstrate how to eliminate or minimize said threat. Therefore, before establishing alliances or agreements with other organizations or modifying its organizational structure, it will revise the risks associated to impartiality.



IN-M-DE-01-A-021
Version 4

Page 1 of 3

COLOMBIA: nit:860.012.336-1
 APARTADO: apartado@icontec.org ARMEHIA: armehia@icontec.org BARRANCABERMEJA: barrancabermeja@icontec.org BARRANQUILLA: barranquilla@icontec.org BOGOTÁ: bogota@icontec.org BUCARAMANGA: bucamanga@icontec.org CALLI: cali@icontec.org
 CARTAGENA: cartagena@icontec.org CUCUTA: cucuta@icontec.org IBAGUÉ: ibague@icontec.org MAHIZALES: mahizales@icontec.org MEDELLÍN: medellin@icontec.org MONTERÍA: monteria@icontec.org NEIVA: neiva@icontec.org PASTO: pasto@icontec.org PEREIRA:
 pereira@icontec.org VILLAVICENCIO: villavicencio@icontec.org

INTERNACIONAL
 BRASIL: bras@icontec.org BOLIVIA: bolivia@icontec.org COSTA RICA: costarica@icontec.org CHILE: chile@icontec.org ECUADOR: ecuador@icontec.org EL SALVADOR: elsalvador@icontec.org GUATEMALA: guatemala@icontec.org HONDURAS: honduras@icontec.org
 MÉXICO: mexico@icontec.org NICARAGUA: nicaragua@icontec.org PANAMÁ: panama@icontec.org PERÚ: peru@icontec.org REPÚBLICA DOMINICANA: republicadominicana@icontec.org

Línea de servicio en Bogotá 607-8888 para el resto del país 018000 949000

www.icontec.org

Policy of Impartiality, Independence and Confidentiality

ICONTEC's Position on Consulting

ICONTEC does not perform consulting activities, either directly or through third parties, in the design, implementation or maintenance of management systems, nor in the design and execution of product manufacture or service delivery processes.

ICONTEC does not offer, either directly or through third parties, consulting services, training, coaching or support for training for the design or implementation of projects to reduce or remove greenhouse gas emissions.

ICONTEC does not provide internal auditing services to its certified clients, given that this is considered a form of consulting.

ICONTEC does not get involved and nor will it get involved in agreements or alliances with other national or international organizations to carry out consulting regarding implementation of management systems, certification of products, inspection or in aspects related to the climate change assessment service. Whenever ICONTEC plans to establish an agreement or alliance, it will assess the risk so that impartiality is not compromised.

ICONTEC does not contract third party auditing activities or certification or other activities such as service offers, appointment of auditing or assessment teams, programming of audits or assessments, revision of compliance assessment results or decision on certification with consulting service provider organizations.

ICONTEC develops and provides courses in topics related to management systems. These courses provide generic information that is publicly accessible. They are not intended to give specific recommendations for implementation of management systems or to meet product requirements. To ensure that conflicts of interest do not occur, companies that purchase courses are informed in the offer and in the contract about the scope and orientation of training services, as well as the role of teachers who will develop workshops and examples to provide tools to interpret requirements. At no point do they offer consulting.

ICONTEC publications related to management systems or other topics present general interpretations of the standards requirements and do not replace certification requirements established in those standards.



IN-M-DE-01-A-021
Version 4

Page 2 of 3

COLOMBIA NIT: 860.012.336-1
 APARTADO: apartado@icontec.org ARMENIA: armenia@icontec.org BARRANCOBERNIA: barrancobernia@icontec.org BARRANQUILLA: barranquilla@icontec.org BOGOTÁ: bogota@icontec.org BUCARAMANGA: bucaramanga@icontec.org CALI: cali@icontec.org
 CARTAGENA: cartagena@icontec.org CUCUTA: cucuta@icontec.org IBAGUÉ: ibague@icontec.org MANIZALES: manizales@icontec.org MEDELLÍN: medellin@icontec.org MONTERÍA: monteria@icontec.org NEIVA: neiva@icontec.org PASTO: pasto@icontec.org PEREIRA:
 pereira@icontec.org VILLAVICENCIO: villavicencio@icontec.org

INTERNACIONAL
 BRASIL: bras@icontec.org BOLIVIA: bolivia@icontec.org COSTA RICA: costarica@icontec.org CHILE: chile@icontec.org ECUADOR: ecuador@icontec.org EL SALVADOR: elsalvador@icontec.org GUATEMALA: guatemala@icontec.org HONDURAS: honduras@icontec.org
 MÉXICO: mexico@icontec.org NICARAGUA: nicaragua@icontec.org PANAMÁ: panama@icontec.org PERÚ: peru@icontec.org REPÚBLICA DOMINICANA: reppublicadominicana@icontec.org

Línea de servicio en Bogotá 607-8858 para el resto del país 018000 949000

www.icontec.org

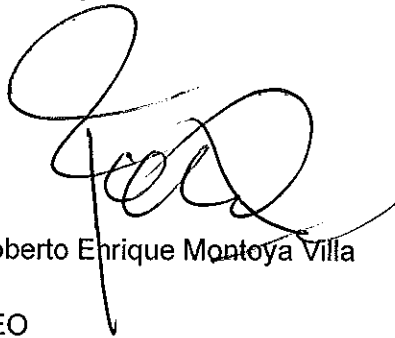
Policy of Impartiality, Independence and Confidentiality

If a consulting firm indicates or suggests that certification, inspection, climate change assessment would be simpler, easier, quickly or less cumbersome if ICONTEC were to be selected as the compliance assessment organization, ICONTEC will immediately correct such inappropriate statements to ensure its impartiality. ICONTEC abstains from making statements that suggest that certification, inspection or assessment process for climate change would be simpler, easier, quicker or less cumbersome if a specific consulting firm were to be used, in order to maintain its impartiality as a compliance assessment organization.

Confidentiality

In application of the Ethics Code and clauses in compliance assessment service contracts, including CDM services, ICONTEC maintains the confidentiality of information obtained or created during the course of its activities, at all levels of its organization, including external committees or people that act on its behalf. All other information, except that the client makes available to the public, must be considered confidential.

All personnel linked to ICONTEC as an employee, provider or member of Committees or the Board of Directors may not disclose information obtained while providing services to external parties.



Roberto Enrique Montoya Villa

CEO

Bogotá D.C., March 08, 2016