

POLICY OF FAIR TREATMENT, CONFIDENTIALITY, INDEPENDENCE AND
CONFLICT OF INTEREST MANAGEMENT



ICONTEC is a multinational service company that contributes to the generation of trust in society and to organizations sustainable development, thus meeting the needs of different economic sectors. To this end, ICONTEC has established a policy to carry out all activities with the **impartiality, confidentiality, independence** and **conflict of interest management** required to act and decide in an objective, autonomous, suitable and reliable manner. This policy sets forth the general guidelines enacted by the senior management in the provision of the Institute's services, namely:

- Have an Impartiality Committee as an advisory body, in charge of accompanying ICONTEC in the activities aimed at safeguarding and preserving **impartiality and independence** in the provision of services.
- Ensure identification, analysis and treatment of potential **conflicts of interest** that may arise from activities thereof, including any conflicts arising from organizations relationships with other organizations and entities.
- Perform actions that ensure ICONTEC refraining from offering consultancy activities or other services to its clients thus breaching the requirements established in the service accreditation standards and that affect the decisions **impartiality**.
- Implement the necessary measures to ensure **confidentiality** of the information obtained or generated during the service execution, avoiding disclosure thereof to unauthorized personnel.

As a complement to this policy, ICONTEC has the Code of Ethics, a document that establishes the guidelines for the actions of all personnel that have a working relationship with the Institute. Moreover, clauses for conformity assessment in service provision contracts set out the relevant conduct to safeguard the information **confidentiality**.

All documented information on **impartiality, confidentiality, independence and conflict of interest** management, available in the Integrated Organizational Management System, is part of this policy.

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This policy applies to all employees, who shall be responsible for ensuring compliance with this policy. Failure to comply with the policy provisions shall be reported and addressed according to the applicable contractual and legal provisions.

This policy has been approved by the Board of Directors in minutes No. 1119 dated November 20, 2019.

A handwritten signature in black ink, consisting of several large, fluid loops and a vertical line extending downwards.

Roberto Enrique Montoya Villa
ICONTEC CEO

Bogotá D.C., November 20, 2019