COMPLIANCE PRINCIPLES

- **Impartiality.** All activities shall be undertaken impartially. ICC Credentialing is responsible for the impartiality of their activities and shall not allow commercial, financial, or other pressures to compromise impartiality. Conflicts of interest shall be disclosed and avoided to ensure that impartiality is maintained.

- **Non-discrimination.** The administration of the policies and procedures of ICC Credentialing shall not be used to impede, inhibit, or diminish:

  a) access by customers,
  b) work environment and opportunities for employees or affiliates,
  c) the rights established by regulatory bodies foreign and domestic, and
  d) concern for the public health and safety, and the general care for the environment.

- **Confidentiality.** ICC Credentialing shall respect the privacy of information and be responsible for the management of all information and data obtained or created during the performance of services. Except for information that is publicly available or when agreed upon, all information shall be considered proprietary and confidential. Procedures, systems, and efforts shall be made to secure, protect, and not disclose such information unless prohibited by law.

  Specific procedures for confidentiality and breaches of confidentiality are articulated in the *Confidential Business Information Disclosure Handling* procedure.

- **Integrity.** Services shall not deviate from established procedures without proper approval. Professionalism and honesty shall be practiced by all participants of ICC Credentialing. Results, assessments, and opinions shall be accurately and correctly presented in all cases.

  The activities of ICC Credentialing shall be executed with the utmost consideration of fairness and ethical behavior. Nothing shall be done in a manner that would diminish the reputation of itself, its customers, or associated parties and partners (i.e., accreditation bodies, regulatory bodies, scheme owners).

- **Anti-bribery.** There shall be no acceptance of any reward (money, gifts, etc.) in return for work performed other than what has been established in legally composed and executed agreements that are natural to the typical occurrence of services undertaken.
- **Health and safety.** All work performed by ICC Credentialing shall consider and adhere to protocols and regulations pertaining to the protection of the health and safety of its employees, representatives, customers, and the general public. Efforts shall be made to monitor activities to minimize risks and properly resolve any incidents.
- **Fair and competent labor.** All services shall be performed by qualified, competent, and approved persons. Social responsibility shall be maintained for its employees and the communities where work is being undertaken and respect human rights.
- **Social and environmental responsibility.** Efforts shall be undertaken to minimize the burden on the environment through its activities, and the care and respect for public health and mankind shall be maintained.