

	<h1>Meena International</h1>	No.	PY03
		Revision No.	02
		Date	07-03-2024
<h2>Impartiality and Confidentiality Policy Statement</h2>			

**Meena International** is the legal entity responsible for personnel certification activities; reference to **Meena International** in this Policy and Public Statement refers to these legal entities.

**Meena International** its Directors, Staff and Sub-contractors fully understand the importance of impartiality in undertaking its Personnel certification activities. **Meena International** will therefore ensure that in all its dealings with Candidates or potential Candidates all employees or other personnel are and will remain impartial. To ensure that impartiality is both maintained and can be demonstrated the following principals have been established.

- **Meena International** Certificates are only issued following a review by an independent authorised and competent member of the management team (who has not been involved in the examination) to ensure that no interest shall predominate
- **Meena International** does not own or have any interest (financial or otherwise) in any other company that offers certification or training related to personnel certification services.
- **Meena International** does not have (and will not form) any relationships with companies who offer consultancy or training or other services that can be construed as having an impact on the certification services provided by **Meena International** Any proposed relationship between **Meena International** and any other company will undergo a risk assessment by the Committee for Impartiality prior to that relationship being formalised. Any current relationships with companies, organisations and individuals will be risk assessed on a regular basis to ensure that the relationship does not impact upon the impartiality of the personnel certification process.
- Individuals employed by or otherwise contracted to **Meena International** are required to document and record their current and past relationships with all companies. Any situation past or present which may present a potential conflict of interest is required by **Meena International** to be declared. **Meena International** will use the information to identify any threats to impartiality and will not use that individual in any capacity unless they can demonstrate that there is no conflict of interest.
- **Meena International** will not allocate a member of staff or sub-contractor to an examination where any past relationship has existed. Exceptionally and at the discretion of the Certification Manager or Technical Director an individual or sub-contractor may be allocated to an examination where a past relationship has existed but there has been no relationship for a minimum of 2 years.
- **Meena International** does not and will not offer any commission, ('finders fees' or other inducements) to any individual or company in respect of referrals of Candidates unless:
  1. The terms and conditions of any such referral are clearly established and can be demonstrated and it can also be demonstrated that the fee is for a referral and the fact that a commission has been paid will in no way effect the outcome of an examination.
  2. A risk assessment (to establish the potential for an unacceptable threat to impartiality) has been carried-out on the process through which any such payment is made to an individual or organisation (normally a training institute) requesting the commission for referrals.
  3. All such payments are documented, recorded, and traceable and accompanied by a purchase order and invoice.
- Examiners and invigilators and others involved in the certification process are not and will not be put under any pressure and will not be influenced in any way to come to a particular conclusion regarding the result of an examination.

**Meena International's Impartiality Norms:**

- No outsourcing of Examinations to Training Institutes.
- No Referral Fees to be paid to Training Institutes.

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<b>Management Representative</b>	<b>Technical Director</b>		

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- Facts based communication to Candidates / Training Institutes.
- Adherence to all Accreditation and other **Meena International** Policies.
- **Meena International** shall not carry-out any other conflicting services other than its core business of Certification.
- **Meena International** shall not employ any professional conflicting its ethical policies.
- **Meena International** shall not allow any of its Examiners and invigilators to market the services and conduct the examinations for the same candidate.
- **Meena International** shall not allow any of its Examiners and invigilators to carry out financial transactions with Candidates / Training Institutes.
- **Meena International** shall not carry-out business with any Training Institutes inducing pressures to compromise impartiality.
- All employees of **Meena International** shall disclose any situation impairing the business ethics.
- **Meena International** shall not allow any of the Examiners and invigilators to carry out examinations for the customer at least for 2 years from the date of relinquishment from their services for the candidate.
- **Meena International** shall not allow any Examiners and invigilators to compromise on the examination timing as required as per the accreditation / **Meena International** norms.
- **Meena International** shall not allow any Examiners and invigilators to conduct the examination for the customer for which it has not been approved for.
- **Meena International** shall maintain transparency with regard to public information.
- No Examiners and invigilators shall divulge any confidential information of the customer to any third party without written consent from the customer and approval by Technical Director
- No Examiners and invigilators shall carry any customer information with them after the usage period. All customer information shall be returned after usage.
- Utmost care / verification to be carried out for granting the right scope of certification.
- Any unethical practice observed should be notified to the management at the earliest.
- **Meena International** shall not allow any Examiners and invigilators to conduct examination for the organization where any of its family members / close relatives are involved at a decision making position.
- Disciplinary actions for non-adhering to impartiality policies shall be taken by the Management in consultation with Impartiality Committee.

**Public Statement (as it appears on Meena International’s website)**

**Meena International**, its Directors, Managers, Staff and others involved in the Training and Certification of Persons fully understand the importance of impartiality in undertaking its Personnel certification activities.

**Meena International** will therefore ensure that in its dealings with Candidates or potential Candidates, all employees or other personnel involved in Personnel certification activities are, and will remain, impartial.

To ensure that impartiality is both maintained and can be demonstrated, **Meena International** has identified and risk assessed all relationships which may result in a conflict of interest or pose a threat to impartiality.

**Meena International** has established and documented policies and procedures for the maintenance and release of information. Management Representative is responsible for maintenance of all such information and Technical Director is the only person authorized to release such information upon request, considering the appropriate use of such information.

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**Meena International**, through legally enforceable agreements, have a policy and arrangements to safeguard the confidentiality of the information obtained or created during the performance of certification activities at all levels of its structure, including committees and external bodies or individuals acting on its behalf for the maintenance and release of information.

Information obtained during the certification process or from sources other than the applicant, candidate, or certified person, will not to be disclosed to an unauthorized party without the written consent of the individual (applicant, candidate or certified person), except where the law requires such information to be disclosed. Records of such request received are maintained by Management Representative.

Where **Meena International** is required by law to release confidential information to a third party, the certified person or individual concerned are notified in advance of the information provided.

**Meena International** ensures that the activities of related bodies do not compromise confidentiality.

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<b>Management Representative</b>	<b>Technical Director</b>		