



# **TIC COUNCIL COMPLIANCE PROGRAMME**

*INTEGRITY, CONFLICT OF INTEREST, CONFIDENTIALITY AND DATA PROTECTION, ANTI-BRIBERY, FAIR BUSINESS CONDUCT, HEALTH AND SAFETY, FAIR LABOUR*

## **1. Integrity**

The Member shall operate in a professional, independent and impartial manner in all its activities.

The Member shall carry out its work honestly and shall not tolerate any deviation from its approved methods and procedures. Where approved test methods make provision for tolerances in results, the Member shall ensure that such tolerances are not abused to alter the actual test findings.

The Member shall report data, test results and other material facts in good faith and shall not improperly change them, and shall only issue reports and certificates that correctly present the actual findings, professional opinions or results obtained.

## **2. Conflict of interest**

The Member shall avoid conflicts of interest with any related entity in which it has a financial or commercial interest and to which it is required to provide services.

The Member shall avoid conflicts of interest between the Member's companies and/or divisions engaged in different activities but which may be providing services to either the same client or each other.

The Member shall ensure that its employees avoid conflicts of interest with the activities of the Member.

## **3. Confidentiality and Data Protection**

The Member shall respect the confidentiality and privacy of client's information and ensure processes are in place to adequately protect such information.

## **4. Anti-bribery**

The Member shall prohibit the offer or acceptance of a bribe in any form, including kickbacks on any portion of a contract payment.

The Member shall prohibit the use of any routes or channels for provision of improper benefits to, or receipt of improper benefits from, customers, agents, contractors, suppliers, or employees of any such party, or government officials.

## **5. Fair Business Conduct**

The Member shall only present itself and conduct marketing, including any comparisons with or references to competitors or their services, in a manner that is truthful and not deceptive or misleading or likely to mislead.

## **6. Health and Safety**

The Member shall implement adequate training and procedures to protect the health and safety of employees, customers, and third parties and shall monitor incidents with the view of minimising risks in the course of business operations.

## **7. Fair Labour**

The Member is aware of its social responsibility for its employees and the people, communities and environments in which it works and shall respect human rights.