

QME Code of Ethics

Confidentiality Statement

QME is strictly guided by professional ethics and endeavors to avoid everything that can damage reputation of the organization or QME reputation as an independent and impartial body.

All information and documentation obtained from or provided by companies during the auditing and certification process, shall be treated as confidential and may not be disclosed to any third party without the company's written consent. Information about an Organization which is already known to be available in the public arena may be disclosed without this written consent. Unless authorized by the applicant in writing, details of applications for certification are also treated as confidential until the conclusion of the certification process. Upon certification, companies achieving certification and their scope of certification will be posted on the *QME* website. Where a Company is unsuccessful in its application for certification, this information is not made available by QME.

Where the law requires information about an applicant or certified company to be disclosed to a third party, *QME* shall inform the customer of the information provided, as permitted by the law, or, where the law requires such information, without such consent.

Personnel involved in certification of organizations' management systems commit themselves to the Auditors Code of Ethics of (QME-PD-05)

QME undertakes an obligation to keep confidential all the information characterizing the condition of the organization's management system or products that has been received during the work.

QME maintains appropriate measures agreed with current legislation to guarantee confidentiality of the information received in the process of its certification and confirmation of conformity activities at all levels of QME organizational structure, including committees, contractor organizations or persons, who performed on behalf of Quality Middle East.

QME has available and uses equipment and facilities that ensure secure handling of confidential information using in operations (e.g. organizations documents, records on audit results).

QME shall submit to its Clients on cases of disclosure of confidential information (.

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Impartiality Policy

QME personnel are aware about the importance to fulfillment the Impartiality Policy through certification activities to eliminate the conflict of interest.

Our Top management and employees and auditor's agreement declare our impartiality commitment. All personnel (employees and auditors) sign agreements including the impartiality declaration and commitment to our impartially policy.

QME has established a procedure to identify, analyses, evaluate, treat, monitor and document the risks related to the conflict of interest arising from the provision of certification process as well as a risk matrix analysis of identified risks for possible conflict of interest presented during our certification services and how to eliminate or minimize.

The top management review any residual risk to determine the level of acceptable risk.

Situations that considered as impartiality commitment:

- 1- We do not permit financial or other pressures to certify a company.
- 2- We do not provide services of:
 - Management System Consultancy to the clients;
 - internal auditing to the clients where the certification scheme requires the evaluation of the client management system.
 - We do not provide certification to a client that received consultancy from anybody that has relation with our certification body.
 - We do not provide Internal Audits on management systems to our MS certified clients
- 3- QME does not state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used.
- 4- QME certification process assign auditors who performed consulting services or worked for the company in the previous two years.
- 5- QME will not certify another certification body for its management system
- 6- QME does not subcontract auditing services from a consulting or certification body.
- 7- QME does not provide any service that creates a threat to impartiality; we will take the necessary actions to eliminate such threats.
- 8- QME has established a procedure to monitor and maintain the fulfillment of impartiality policy

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- 9- Operate in a non-discriminatory manner, Provide the success to all stakeholders to management systems certification services excluding differences in financial, procedure or other requirements and conditions. Access to QME services shall not depend on: size of organization; membership of organization in any Association or group or number of previous certified organizations.
- 10- QME activities are not marketed or offered as linked with the activities of an organization that provides management system consultancy and production and services designing. QME shall take action to correct inappropriate claims by any consultancy organization stating or implying that the certification would be simpler, easier, faster or less expensive if a specified consultancy organization was used. QME shall not state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used.

All QME employees and contracted specialists are to inform managers of QME on violations of mentioned above provisions. All such issues are registered and managed in accordance to requirements.

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