

## **Declaration of Independence, Impartiality, Conflict of Interest and Confidentiality statement for MUTUCERTIFICATION associated personnel**

On behalf MUTU Certification associated personnel declares that in the pursuance of our contracted duties with MUTU CERTIFICATION, that MUTU's personel shall uphold the principles to inspire confidence in the certification process by our impartiality, competence, responsibility, openness, confidentiality and responsiveness.

### **Impartiality**

In order to maintain impartiality and the perception of impartiality we shall base my decisions on objective evidence of conformity and nonconformity and not allow those decisions to be influenced by other parties.

MUTU's personel shall declare any threats to our impartiality that may include:

- Self interest threats, which means MUTU's personel shall not act on my own behalf for own purposes or for financial gain.
- Self review threats, which means that MUTU's personel will not audit/review companies that have assisted with consultancy or internal audits within the past 2 years.
- Familiarity or trust threats, which means that MUTU's personel shall not allow familiarity of the auditor, client or its company to allow me to accept findings without objective evidence.
- Intimidation threats, which means that if MUTU's personel coerced either openly or secretly by a person or body, then MUTU's personel shall report it to the appropriate authority, which may be my immediate manager, director, the Advisory Board or Accreditation Manager.

### **Competence**

MUTU's personel shall maintain competence, which is the capacity to demonstrate ability to apply required knowledge and skills, by practice and continuous professional development for the type and range of auditing processes or other certification work.

### **Openness**

Where required by MUTU CERTIFICATION that MUTU's personel shall disclose information requested to ensure the openness and transparency required for maintaining the integrity and credibility of the certification process.

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### **Responsibility**

MUTU's personel understand the responsibility, where applicable, is to provide, administer, generate and/or assess objective evidence of conformity and nonconformity to allow certification decisions to be based upon accurate audit findings, conclusions and recommendations.

## **Confidentiality**

MUTU's personel will keep all company and client information created or obtained during the performance of the duties confidential and shall not disclose any such information to a third party, except where required by law or with written consent.

All information that is not made publicly available shall be considered as confidential. Information about the client from sources other than the client (e.g. complainant, regulators) shall be treated as confidential, which is consistent with the certification body's policy.

MUTU's personel understand that this is a legally enforceable agreement to safeguard the confidentiality of the information.

## **Responsiveness to complaint**

MUTU's personel declare that shall be open to investigation of complaints and, if these are found to be valid, will allow these complaints to be appropriately addressed and will assist in the resolution. MUTU's personel accept that effective responsiveness to complaints is an important means of protection for the certification body, its clients and other users of certification against errors, omissions or unreasonable behavior.