

## **Annex 2 PCB policy**

### **iCert SA**

Approved by: ADMINISTRATION

Version : 2<sup>nd</sup>

Valid from : 17/01/2023

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The objective of the PCB is the certification of the knowledge of the professions of natural persons, as defined in the General Regulation for the Certification of Persons and the respective Special Regulations for the Certification of Persons (per Certification Scheme). The Management of the PCB, believing in the continuous improvement of the quality of the services provided, is committed to the following principles that constitute its quality policy:

- Independence of all those who are involved in the Certification Body's activities from any influence, in order to ensure their impartiality and integrity.
- Faithful implementation and continuous improvement of the Management System according to the ELOT EN ISO/IEC 17024 standard.
- Continuous provision of services in compliance with the requirements of the accreditation awarded to the PCB by ESYD.
- Ensuring both the impartial conduct of the tests and the transparency of the evaluation of the results.
- Use of appropriate equipment and provision of appropriate infrastructure for the implementation of the PCB activities.
- Provide all necessary information to applicants, candidates and certified persons.
- Involvement of appropriately trained staff to provide the services described in the PCB Management System.
- Evaluation of those involved in the activities of certification of persons under the accredited PCB's Management System.
- Compliance with all necessary safety rules.
- Valid handling of complaints or objections based on documented procedures.
- Continuously informing the staff of the PCB on the content of the Management System and the requirements for their participation in it, in the context of the implementation of its objectives.
- Provide all the necessary resources and means to implement the policy and to ensure the impartiality and integrity of the PCB.

This policy sets out the framework and principles of impartiality, confidentiality and security that are mandatory for all PCB's staff in any employment relationship, including the Impartiality Committee as well as the Supervisory Committees of the respective Certification Scheme.

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All information and data of applicants, candidates, certified persons and clients of the PCB, in any form (e.g. document) and on any medium (e.g. electronic) related to the certification process are considered confidential. In this context, the PCB management, staff, employees and partners of the PCB, are committed to:

- not disclose, transmit or reproduce any information or data to unauthorised persons and organisations without the prior written consent of the person or organisation to which the information belongs,
- safeguard and protect any confidential information that comes to the knowledge of the PCB in the performance of the duties of its staff (employees and partners) from unauthorised persons,
- keep records and documents containing confidential information in a properly secured place to prevent their use, destruction, loss or acquisition by unauthorised persons,
- immediately inform their supervisors and the management of the PCB in the event of the loss or acquisition of confidential information by unauthorised persons; and
- maintain the confidentiality and security of the relevant information in a confidential manner, even after the termination of the cooperation (of the employee or partner) with the PCB.

For the PCB,

iCert ΑΝΩΝΥΜΗ ΕΤΑ  
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17<sup>th</sup> of January, 2023