

Annex 2 PCB's Quality Policy iCert SA

Approved by : TOP MANAGEMENT

Edition: 4th

Valid From: 28/03/2025

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The objective of the PCB is to certify the professional knowledge of individuals, as defined in the General Regulation for the Certification of Persons and the respective Specific Regulations for the Certification of Persons (per Certification Scheme). The PCB's Top Management, 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 involved in Persons Certification activities from any influence, in order to ensure their impartiality and integrity.
- Accurate implementation and continuous improvement of the Quality Management System in accordance with the ELOT EN ISO/IEC Standard 17024 and ELOT EN ISO 9001:2015, as well as the organization and operation of the PCB.
- Continuous provision of services in compliance with the Legislative Provisions and the requirements of the aforementioned International Standards.
- Ensuring both the impartial conduct of the exams and the transparency of the evaluation of the results.
- Use of appropriate equipment and ensuring the appropriate infrastructure for the implementation of the activities of PCB.
- Providing all necessary information and briefings to applicants, candidates and certified persons.
- Participation of appropriately trained personnel to provide the services described in the Quality Management System of the PCB.
- Evaluation of those participating in the certification activities of persons within the framework of the accredited Quality Management System of PCB.
- Compliance with all necessary safety rules.
- Valid handling of complaints or objections based on documented evidence procedures.
- Continuously inform all parties involved about the procedures that concern them.
- Providing all necessary resources and means to implement the policy and to ensure the impartiality and integrity of the PCB.

This policy defines the framework and principles of impartiality, confidentiality and security that are mandatory for all the personnel of the PCB, with any employment relationship, including the Impartiality Committee as well as the Supervisory Committees of each 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 in any medium (e.g. electronic) and related to the certification process, are considered confidential. In this context, the Top Management, the PCB staff, employees and partners are committed to:

- not to disclose, transmit or reproduce any information or data to unauthorized persons and entities, without the prior written approval of the person or organization to which the information refers,
- to safeguard and protect any confidential information that comes to the knowledge of the PCB during the performance of the duties of its personnel (employees and associates) from people without relevant permission,
- to maintain records and documents containing confidential information in a suitably secured location, in order to prevent their use, destruction, loss or acquisition by unauthorized persons,
- immediately inform supervisors and the Top Management of the PCB in the event of any loss or acquisition of confidential information by unauthorized persons and
- to maintain the confidentiality and security of relevant information with discretion, even after the termination of cooperation (of an employee or partner) with the PCB.

For the PCB,

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