



Engineering Australia

AE-POL-HR-1

## **Independence, Impartiality and Integrity Policy**

### **Responsibility**

Adept Engineering Australia management are responsible for ensuring that the Inspectors carry out inspections with complete independence, impartiality, integrity and confidentiality.

### **Independence**

Adept Engineering Australia is independent of any designer, manufacturer, supplier, installer, purchaser, owner, user or maintainer of the items it inspects. Adept Engineering Australia is not a representative for any of these parties or any other business.

The company is non-discriminatory, fee competitive and available to all interested parties who meet the documented trading terms and conditions.

Part of contract review activity must include investigation of the prospective client's ownership and operating conditions to ensure that there are no financial, commercial or any other potentially influential connections with the inspector(s) or the company. The inspector's independence must be to an extent that nothing can interfere with their judgement relative to the inspection activities or their results.

Independence must also extend to the type of equipment or process being inspected. Inspectors must not have any influencing connections with designers, manufacturers, suppliers or installers of the relevant equipment or process.

### **Impartiality**

The company and inspectors must remain completely impartial to the inspection activity, the client, the type of equipment or process being inspected and any personnel connected with the activity. Inspectors must not be influenced by designers, manufacturers, installers or users of the equipment or process or by any commercial or financial pressures.

The requirements of the relevant inspection procedures must be strictly observed without deviation due to any outside pressure or influence.

All personnel, internal or external, that can influence inspection activities shall act impartially.

Adept management will attempt to identify risks to impartiality on an ongoing basis. Risks from activities, its relationships or from the relationships of its personnel.

### **Integrity and Confidentiality**

The judgement and reporting of inspection activities must be complete, accurate and in harmony with the relevant inspection procedures and regulatory requirements. All inspection activity must be conducted in a professional manner and must satisfy the expectations of the client, the company and the AS/NZS ISO/IEC 17020 standard.

<b>Implementation Date</b>	<b>Last Review</b>	<b>Next Review</b>	<b>No. Pages</b>
1/8/2017	Rev 4 – 07/07/21	07/07/2022	Page 1 of 2



Engineering Australia

AE-POL-HR-1

### **Independence, Impartiality and Integrity Policy**

All staff shall maintain strict confidentiality on information gathered about clients' businesses during the inspection activities including the information obtained from other sources concerning the client. The level of confidentiality must satisfy legal requirements and be acceptable to clients and any other involved organisations. Should a situation arise where other parties may desire such information, the company and/or inspectors will obtain permission in writing from the client prior to divulging any details. Written permission from the client does not absolve the company or inspectors from meeting legal requirements.

#### **Response to Undue Pressure**

Circumstances within this industry may lead to clientele, service providers or subcontractors knowingly or unknowingly inflicting undue pressure on Adept staff to obtain certain results or reports. Staff must retain 100% impartiality during inspections and also through the reporting procedures and data entry.

NOTE: Undue pressure may be in the form of rewards, gifts or any form of aggression or intimidation.

Staff must remain calm and not engage in any further conversation concerning factors affecting impartiality of the impending inspection.

Staff must immediately report any case of undue pressure to Management by email.

Management will investigate case and ensure impartiality.

Any case of undue pressure will be recorded against the client in the Notes of Paperchase System.

This will be recorded on the Problems/Issues register so appropriate investigation and action can be completed and documented by Management.

A handwritten signature in blue ink, appearing to read "E. Svensk".

Elizabeth Svensk

C.E.O

07/07/2021

Implementation Date	Last Review	Next Review	No. Pages
1/8/2017	Rev 4 – 07/07/21	07/07/2022	Page 2 of 2