

# Confidentiality & Impartiality policy

The purpose of this policy is to describe how VERIFY Agency ensures independence, impartiality, and transparency in all its activities. VERIFY Agency's structure and policies have been developed, and periodically reviewed, to avoid any potential or actual lack of quality or accuracy, conflict of interest, and maintain the maximum level of impartiality and confidentiality.

## Policy Statement

VERIFY Agency's provide an object of fair assessment and verification process. Impartiality is at the core of our business ethos. VERIFY Agency's has out in place procedures, practices and policies to safeguard its activities. We strive to deliver verification services which provide the marketplace with transparency and confidence of our activities, while maintaining the professionalism and credibility to ensure continued client confidence.

VERIFY Agency's does not state or imply that accredited verifications would be simpler, easier, faster, or less expensive if pre assessment refresher training was used. We do however, recognize due to certain prerequisite requirements, that this is sometimes necessary and we have safeguards in place to ensure impartiality of these activities.

## Confidentiality and Impartiality Policy

VERIFY Agency's all business levels are fully aware of the impartiality and why it is very important for business credibility and our business sustainability and reputation, and it is mandatory for business to maintain our credibility of the Audit and Verification Process.

VERIFY Agency's maintains a culture and professional environment, through formal and informal meetings and discussions, that stresses the expectation that staff and auditors will act in the wider interest of promoting quality culture in auditee organizations and helping in enhancement of the credibility of audits and verification processes by ensuring total impartiality in their actions. As a preventive measure, importance of impartiality is emphasized during on-site evaluation of auditors during their first audit on behalf of VERIFY Agency.

VERIFY Agency's has identified, analyzed, documented and incorporated controls on the following possibilities for conflict of interests arising from provision of verification and its relationship

- VERIFY Agency's understand the impact and possible influence that can be exerted on us as an organization or on our staff members when conducting auditing at organization's location.
- Every staff member of the verification team is required to disclose known relationships with the audited organizations in order for VERIFY Agency's verifications to manage the possible impartiality or conflict of interest. In order to remain impartial VERIFY Agency's always strive to;
- constantly educate and make all staff members aware of all possible threats of conflict of interest that can arise during verification process;
- continuously monitor and identify possible threats to our impartiality and guard against such threats;

report such threats to authorities responsible for taking further actions, both internally and externally;

- ensure that all management and staff are aware of the confidentiality agreements and other related documents (conflict of interest agreement, confidentiality agreement);
- empower management staff to take immediate actions against any staff or client who act in a way that undermines VERIFY Agency's position on impartiality;
- demand that all staff declare any relationship that they may have which can result in breaching the conduct on impartiality and or confidentiality with clients
- constantly provide VERIFY Agency's staff with necessary support in reporting and co- operating with authorities when reporting incident(s) which are threats to VERIFY Agency's impartiality.