

Telarc Code of Practice

Non-discriminatory

All services will be offered in a non-discriminatory manner. This means all applications will be processed in a timely manner and without favour or prejudice. All assessments will be conducted to a consistently high standard.

Accessibility

Audits will be available to all bona fide legal entities, anywhere in the world. This is regardless of size of the applicant, number of other certifications issued or location. Costs will be applied in a uniform and consistent manner and at a reasonable level.

Criteria

Management system assessments and certifications will be carried out in the first instance against criteria in published documents e.g. ISO 9001. Where such documents are not available, a checklist or similar may be developed for the purposes of the audit. Any necessary explanation regarding desired scope shall be provided. Additional information will also be available upon request.

Scope

Audit activity will relate only to a defined scope of activity, agreed with the client. Audits will be limited to that agreed scope.

Confidentiality

Telarc will treat as confidential all documents and information that may be commercially sensitive or related to individuals and their activities. Information will only be released with written approval from the owner of the information, or when required / compelled by law.

Other Activity

Other activities such as non-accredited certification or generic training do not compromise Telarc's eligibility to offer accredited certifications. Telarc specifically does not offer or conduct training at the clients' premise in those areas covered by certification from Telarc; nor offer consultancy services for design maintenance or upkeep of systems audited by Telarc; nor certify services offered by Telarc; nor offer non-accredited certifications where an accredited certification is available from Telarc.

Ethical Practice

Telarc has adopted the code of conduct issued by the Quality Society of Australasia. All Telarc staff are required to uphold the letter and the intent of this document at all times.

Adequate time will be available for assessment work. In this regard work will be undertaken on a daily charge basis. Where this is not possible because work is quoted, there will always be an option to extend work if more time is required with or without payment from the client, to ensure the job is completed to an acceptable standard.

Audits are undertaken objectively and in a manner consistent with industry standards and Telarc's own code of practice. Occasionally, as in any industry and in competitive environments, there may be conflicts of interest. In the event that an auditor is placed under pressure to compromise the integrity of the report by any means the auditor will refer immediately to Telarc senior management.

Pressure may be in the form of continued requests; threats to change agency; threats of complaint or inducements of any kind that will be made available for a desired result.

All cases will be handled professionally and objectively at the time. The report will be reviewed by senior management in consideration with the auditor and to be discussed with the client. Telarc management reserves the right to respond and take such action as deemed appropriate.

Management of Impartiality and Conflict of Interest

Integrity, impartiality and the management of impartiality are key to the credibility of the certification industry. Telarc auditors are highly qualified and experienced professionals. Telarc's success is built upon a reputation of impartiality beyond any reproach. Formal systems protect Telarc's position of impartiality and manage any identified actual or potential conflict of interest. Where necessary Telarc will promptly take any legal or other action against those who would attempt to compromise the company's impartiality.

Telarc appreciates that from time to time there may be concerns over the outcome of the formal report which may be addressed through the formal channels.

For Telarc's official statement of impartiality please refer to www.telarc.co.nz

Conflicts of interest may be addressed through our Appeals Process.

