	MANAGEMENT'S DECLARATION OF CONFIDENTIALITY, IMPARTIALITY AND INDEPENDENCE	Publication Date	25.7.2018
		Document No.	DTM.F.02
		Rev. No/ Date	02 / 06.11.2019
		Page No	1 / 3

DETİM is responsible for the impartial conduct of all conformity assessment activities. A structure free from any commercial, financial, administrative and other pressures that may affect decisions and activities has been established. This structure is guaranteed by DETİM senior management with its commitment. DETİM is not part of a legal organisation with other activities.

DETİM has obtained the Declaration of Confidentiality, Independence and Impartiality from all its staff, committee/board members and inspection and auditor personnel in order to maintain impartiality.

DETİM has established an adequate organisational structure to carry out its activities, established and implemented a quality system and maintains its conformity.

This impartiality is kept under control through DETİM's internal audits. Any situation that threatens its impartiality is evaluated by the Impartiality Committee, which meets periodically and operates independently of senior management.

DETİM senior management and staff do not allow any kind of commercial, financial and other internal and external pressures that may adversely affect the quality of the work performed and have arrangements in place to ensure that these pressures are kept at bay.

Conformity assessment services are carried out and managed in accordance with the principles of independence, confidentiality and impartiality.

DETİM has ensured that the confidentiality of the information obtained during the inspection and conformity assessment procedures will be protected. It protects the copyright and patent rights of the organisation to which it provides inspection and conformity assessment services.


All information, data and documents obtained during the services provided, belonging to all real and legal persons operating in the private sector and public sector to whom audit, testing and conformity assessment services are provided, cannot be given to third parties for any purpose or published in public media without the written permission of the right holder, except for the part requested by the authorised institution(s) and accreditation institution(s) for their activities. The confidentiality of information, data and documents belonging to real and legal persons to whom services are provided is under the responsibility of DETİM senior management and this confidentiality is fully respected.

Conformity assessment and inspection information shall be kept by DETİM as customer's secret in accordance with the terms of the contract, except in cases not stipulated by the legislation.

When requested by the legal authority, it notifies the customer of the information it has provided to the legal authority, unless it is legally prohibited from doing so.

Information about the customer obtained from sources other than DETİM customer will be treated as confidential.

DETİM continuously assesses potential risks to the conduct and maintenance of its own impartiality and independence in accordance with the "Conflict of Interest Analysis". This assessment includes risks arising from its activities, relationships or personnel relationships. These relationships that could threaten DETİM's impartiality may include ownership, government, management, personnel, shared resources, finance, contracts, marketing (including branding), and payment of sales commissions or incentive payments for referring new clients. DETİM takes all precautions for these risks, but does not recognise these relationships to ensure absolute impartiality. If a risk to impartiality is identified, DETİM eliminates or minimises such risk.

	MANAGEMENT'S DECLARATION OF CONFIDENTIALITY, IMPARTIALITY AND INDEPENDENCE	Publication Date	25.7.2018
		Document No.	DTM.F.02
		Rev. No/ Date	02 / 06.11.2019
		Page No	2 / 3

DETİM does not engage in any activity that would undermine confidence in its independence, competence, impartiality, judgement or integrity of its work.

DETİM senior management has taken all precautions against risks that may threaten the financial impartiality of the staff and external auditors/experts involved in the conformity assessment process. The remuneration of staff, external auditors and experts is paid regardless of the audit results.

There is not and will not be any commercial relationship between DETİM and all real and legal persons and sectors to which audit, testing and conformity assessment services are provided under any circumstances, except within the scope of the services provided. Any commercial relationship that may threaten impartiality with the sectors served and existing/potential customers in the sector is handled by the Impartiality Protection Committee. In the event of a breach of impartiality, the senior management will be informed first, and if no correction is made, the accreditation body will be informed.

DETİM will not subcontract the review and decision-making in the certification service process to any other company/person. This process shall be managed by DETİM employee.

Auditors involved in the certification activity shall under no circumstances take part in decision-making committees.


All DETİM employees and external auditors and technical experts involved in conformity assessment services on behalf of DETİM shall notify DETİM of their past work experience in full. Employees who have provided any consultancy service or worked personally in the past two years or whose first degree relatives are found to have direct responsibility are not assigned to the conformity assessment services of the relevant organisation.

Commercial relations and partnerships will not be entered into with organisations that provide consultancy services in the sectors where services are provided. All kinds of relationships with consultancy firms that threaten/endanger impartiality will be examined and risk assessed by the Impartiality Protection Committee.

DETİM does not provide consultancy/advisory services under any name to all real and legal persons and sectors to which audit, testing and conformity assessment services are provided. In addition, internal audit services are not provided to customers to whom conformity assessment services are provided.

There shall be no commercial relationship between DETİM company partners and all management personnel and all real and legal persons and sectors to which audit, testing and conformity assessment services are provided, except for the scope of services provided. DETİM shall not be involved in any way in the design, manufacture, assembly, distribution or maintenance activities of the product to be certified, or in the design, implementation, operation or maintenance activities of the process to be certified, or in the design, implementation, provision or maintenance activities of the service to be certified.

Appeals, complaints and disputes are resolved with DETİM's responsibility and assurance and ensure the satisfaction of its customers. DETİM is fully responsible for the collection and verification of all information for the validation of the complaint and objection and the execution of the entire process through this commitment.

 DEMİRYOLLARI TEKNİK İNCELEME MERKEZİ	MANAGEMENT'S DECLARATION OF CONFIDENTIALITY, IMPARTIALITY AND INDEPENDENCE	Publication Date	25.7.2018
		Document No.	DTM.F.02
		Rev. No/ Date	02 / 06.11.2019
		Page No	3 / 3

The independence of the full-time and contracted personnel assigned within the scope of the service from the real and legal persons to whom testing and reporting services are provided and their impartiality in their activities are undertaken by the senior management of the company. DETİM has provided all necessary conditions for all personnel involved in testing and reporting to carry out their activities within the limits of professionalism and with technical and professional competence commensurate with their activities.

DETİM informs the customer in advance of the information it will share with third parties. It makes this information publicly available with the customer's permission or as written in the contract, or considers all other information as private information and confidential, except for such information agreed between DETİM and the customer (such as for the purpose of responding to complaints).

DETİM's transactions and accounts are subject to independent audit. All records of DETİM are audited and recorded by a financial advisor.

Within the scope of its activities, DETİM has taken out Professional Liability Insurance against damages or risks that may arise against third parties.

General Manager

Asli Coşkun

Signature:

