

Senior Management Commitment to Confidentiality, Impartiality and Independence



TÜV AUSTRIA MARINE

MARINE

TÜV AUSTRIA MARINE is responsible for the impartial execution of all conformity assessment, inspection and testing activities. A structure has been established that is free from all kinds of commercial, financial, administrative and other pressures that will affect its decisions and activities through its personnel. This structure is guaranteed by the top management of TÜV AUSTRIA MARINE with this commitment.

TÜV AUSTRIA MARINE has obtained the Statement of Confidentiality and Impartiality from its internal and external personnel in order to maintain impartiality.

Impartiality is kept under control by TÜV AUSTRIA MARINE through Internal Audits.

TÜV AUSTRIA MARINE senior management and personnel do not allow any kind of commercial, financial and other internal and external pressures that may adversely affect the quality of the work done, and have regulations that ensure that these pressures are avoided.

Conformity assessment services are carried out and managed within the framework of the principles of independence and impartiality.

TÜV AUSTRIA MARINE has ensured that the confidentiality of the information obtained during all conformity assessment procedures will be protected with its "Privacy Policy". It protects the copyright and patent rights of the institution to which it provides conformity assessment service.

Belonging to real and legal persons operating in the private sector and public sector, where conformity assessment services are provided; All information, data and documents obtained during the services provided, except for the part requested by the authorized institution(s) and accreditation institution(s), cannot be given to third parties or published in public channels for any purpose without the written consent of the right holder. Confidentiality of information, data and documents belonging to real and legal persons to whom service is provided is under the responsibility of TÜV AUSTRIA MARINE's senior management and this confidentiality will be fully respected.

The information obtained during the conformity assessment process is kept by TÜV AUSTRIA MARINE as the customer's secret, unless otherwise stipulated by law. When requested by the legal authority, TÜV AUSTRIA MARINE notifies the customer about the information it has given to the legal authority, unless legally prohibited from reporting it. Information obtained about the customer from sources other than the customer will be considered confidential.

TÜV AUSTRIA MARINE has established appropriate communication processes for all its personnel. It ensures effective communication for the smooth functioning of the management system.

TÜV AUSTRIA MARINE does not engage in any activity that would undermine confidence in independence, competence, impartiality, decision-making or honesty in its work.

All measures have been taken by the senior management of TÜV AUSTRIA MARINE against risks that may threaten the financial impartiality of the personnel and external auditors/experts involved in the conformity assessment process. Salaries of personnel, external auditors and experts are paid regardless of conformity assessment results.

There is not and will not be any commercial relationship, other than the scope of the service provided, between TÜV AUSTRIA MARINE and all real and legal persons and sectors for which conformity assessment services are provided.

All TÜV AUSTRIA MARINE employees report their past work experience to TÜV AUSTRIA MARINE. Employees who have provided any consultancy, training services or worked personally in the past two years or whose first-degree relatives are determined to be directly responsible are not assigned to the conformity assessment services of the relevant institution.

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TÜV AUSTRIA MARINE does not provide consultancy services under any name to all real and legal persons and sectors that provide conformity assessment services. In addition, internal audit services are not provided to customers who are provided with conformity assessment services. Commercial relations and partnership relations will not be entered into with organizations that provide consultancy services in the sectors where service is provided.

Under no circumstances will there be a commercial relationship between TÜV AUSTRIA MARINE company partners and all managerial personnel and all real and legal persons and sectors for which conformity assessment services are provided, outside the scope of the service provided. TÜV AUSTRIA MARINE will not be a part of design, production, assembly, distribution or maintenance activities of the product to be inspected for certification; will not be a part of design, implementation, operation or maintenance activities of the process to be inspected for certification and also will not be a part of design, implementation, control and maintenance activities of the service to be inspected for certification.

Objections, complaints and disputes are resolved with the responsibility and assurance of TÜV AUSTRIA MARINE and ensure the satisfaction of its customers. Through this commitment, TÜV AUSTRIA MARINE is fully responsible for the collection and verification of all information and the execution of the entire process for the validation of complaints and objections.

The independence of the full-time and contracted personnel assigned within the scope of the service from the real and legal persons provided and the impartiality in their activities are determined by the senior management of the company.

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