

CODE OF ETHICS


EZC-QP-13

Prepared & Reviewed by	Approved by
Name: BOBY SREEDHARAN	Name: ABDULLAH AL DAYEL
Position: Quality Manager / MR	Position: General Manager
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REVISION/REVIEWED HISTORY

Revision	Review Date / Rev Date	Description of Changes	Authorized By
00	01-Jun-2021	First Issue	GENERAL MANAGER
01	14-Aug-2021	Layout changed	GENERAL MANAGER
01	01-Jun-2022	Reviewed with No Changes.	GENERAL MANAGER
02	14-Aug-2022	Added confidentiality	GENERAL MANAGER
02	01-Jun-2023	Reviewed with No Changes	GENERAL MANAGER
03	28-May-2024	Layout changed	GENERAL MANAGER



 ENGINEERING ZONE CO. LTD. شركة منطقة الهندسة المحدودة	Engineering Zone Co. Ltd. Inspection Department Quality Procedure	No.	EZC-QP-13
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		Date	28-05-2024

1. Purpose

This procedure defines the principles of ethics, confidentiality, and impartiality to ensure that Engineering Zone Co. operates in compliance with **ISO/IEC 17020:2012**. It outlines how the company maintains impartiality, protects confidential information, and adheres to its ethical standards in all inspection activities.

2. Scope

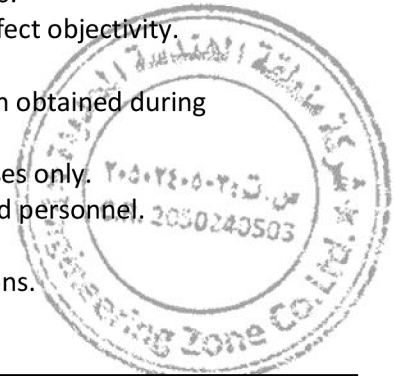
This procedure applies to all employees, subcontractors, and third parties associated with Engineering Zone Co. It ensures the safeguarding of impartiality, confidentiality, and ethical conduct in all aspects of inspection and related services.


3. Responsibilities

- **Top Management** is responsible for implementing and maintaining impartiality and confidentiality throughout the organization.
- **Quality Assurance Representative (QAR)** is responsible for monitoring compliance with the Code of Ethics, confidentiality, and impartiality requirements, as well as managing any risks to these principles.
- **All Employees** are responsible for understanding and applying this procedure in their day-to-day activities and reporting any risks to impartiality or breaches of confidentiality.

4. Core Values

1. **Integrity and Ethics:**
 - Act with honesty, fairness, and transparency.
 - Adhere to established contracts, procedures, and laws.
 - Respect the confidentiality of business and personal information.
 - Comply with local and international ethical and professional standards.
 - Ensure health and safety responsibilities are met at all times.
2. **Impartiality and Independence:**
 - Deliver unbiased, professional advice and inspection services.
 - Ensure that all reports are accurate and aligned with best practices.
 - Maintain independence from any external pressures that could affect objectivity.
3. **Confidentiality:**
 - Safeguard all technical, personal, and business-related information obtained during services.
 - Restrict the use of confidential information to professional purposes only.
 - Ensure that confidential information is only shared with authorized personnel.
4. **Respect for Individuals:**
 - Treat others with consideration, recognizing individual contributions.



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- Ensure non-discrimination based on nationality, ethnic origin, gender, age, or political/religious beliefs.

5. Conflicts of Interest

1. **Definition:** A conflict of interest arises when personal interests conflict with those of the company. Examples include offering jobs to family members without approval or accepting personal gains from clients or competitors.
2. **Employee Responsibilities:**
 - Avoid situations that may compromise impartiality.
 - Report any potential conflicts of interest to management or the QAR.
3. **Control Measures:**
 - All conflicts of interest must be declared and resolved through prior verification or authorization.
 - Examples of prohibited actions include using company resources for personal use or acquiring interests in competitors without approval.


6. Impartiality

1. **Risk Management:**
 - Engineering Zone Co. has assessed risks to impartiality, such as relationships between staff and clients, customer pressure, and resource sharing. (EZC-QP-020)
 - All risks are regularly monitored through monthly reviews and private discussions, ensuring that appropriate mitigation measures are implemented.
2. **Conflict of Interest Prevention:**
 - Employees must avoid relationships, ownership, or commercial pressures that may influence their impartiality.
 - Inspectors' pay is independent of the number of inspections performed or the results of inspections, ensuring objectivity.
3. **Monitoring:**
 - The company conducts regular reviews of potential risks to impartiality and implements controls to mitigate identified risks, such as reassignment of duties or stricter supervision.
4. **Annual Review Meeting:**
 - Top Management and department managers shall conduct an annual **Management Review Meeting (MRM)** to review all aspects of impartiality, confidentiality, and ethical conduct.
 - The **MRM** will include the review of the risk assessment related to impartiality, identifying new risks and reassessing existing ones. Minutes of this meeting will document discussions, decisions, and action plans.

7. Confidentiality

1. **Confidential Information:**



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- All information received in the course of providing services must remain strictly confidential. This includes technical data, systems, client information, and any proprietary knowledge.
- 2. **Access and Use:**
 - Confidential information must only be used for permitted professional purposes. Unauthorized disclosure or personal use of such information is strictly prohibited.
 - All employees are responsible for ensuring that confidential information is securely stored and accessed only by authorized personnel.
- 3. **Post-Employment Obligations:**
 - Confidentiality obligations extend beyond an employee's tenure. Employees must not disclose or misuse any confidential information after leaving the company.
- 4. **Security Measures:**
 - Adequate security measures, such as restricted access, secure document storage, and proper disposal, must be in place to protect confidential information.
 - All personnel of the inspection body, including sub-contractors, external bodies, and individuals acting on its behalf, are required to keep confidential all information obtained or created during inspection activities, except where disclosure is required by law.


8. Code of Ethics Implementation

1. **Employee Responsibilities:**
 - All employees must thoroughly read, understand, and implement the Code of Ethics in their daily activities.
 - In case of doubt, employees should seek assistance from their direct manager or the QAR.
2. **Ethical Conduct:**
 - Employees must ensure transparency, honesty, and fairness in all their actions. Any violation of ethical standards is strictly prohibited, including the acceptance of bribes or other inducements.
 - Activities that could lead to unlawful practices or violate the company's ethical standards must be avoided.
3. **Transparency:**
 - In cases where laws or regulations are unclear, the principles of transparency and fairness must guide employees' actions.

9. Monitoring and Compliance

1. **Regular Monitoring:**
 - Engineering Zone Co. conducts regular reviews, including departmental meetings and performance evaluations, to ensure compliance with impartiality, confidentiality, and ethical standards.
2. **Annual Management Review:**
 - A formal **Management Review Meeting (MRM)** will be held annually with Top Management and managers to review compliance with this procedure. The meeting



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will also cover the review of risk assessments for impartiality and identify any corrective or preventive actions required.

3. Reporting:

- Any concerns about breaches of impartiality or confidentiality must be reported to the relevant manager, QAR, or top management for investigation.

4. Disciplinary Actions:

- Non-compliance with the Code of Ethics, impartiality, or confidentiality requirements will result in disciplinary actions, including termination or legal consequences.

Forms and references

Impartiality & Confidentiality – Risk Assessment	EZ-IRA-RM-001
Confidentiality agreement & Non -Conflict of Interest	HR-FRM-007
Code of Ethics	HR-FRM-008
Employee Impartiality & Confidentiality Agreement	OPR-FRM-014

