

ACOME Test and Qualification Laboratory Impartiality Charter

The members of the Test Laboratory and Qualifications team are committed to:

# Treating all requests equally:

* + Using the same level of resources to provide identical processing of requests
  + Performing their duties with the utmost neutrality
  + Basing analyses and arguments on observed and demonstrable facts to the extent possible

# Ensuring the confidentiality of:

* + Employees
  + Internal and external subcontractors
  + Customers

# Not disclosing information about our customers' activities, tests, and products unless written consent has first been obtained.

1. **Maintaining the compensation policy in place, independent of the productivity and activity level of the laboratory.**

# Refusing any inappropriate benefits from:

* + Customers
  + Suppliers
  + Or from any other source

# Ensuring that there are no conflicts of interest:

* + Within the laboratory team itself
  + In relations with ACOME's internal customers
  + In relations with ACOME's external customers

# Treating all reports of misconduct fairly by:

* + Informing the laboratory manager
  + Reporting cases during the quarterly management review
  + Notifying situations to all laboratory actors