

# **GLOBAL**

**PERSONNEL CERTIFICATION SCHEME**

**CERTIFICATION PROGRAM**

**CONFIDENTIALITY AND IMPARTIALITY**



**CONFIDENTIALITY AND SECURITY**

All personnel acting in activities or on behalf GLOBAL maintains as confidential all information obtained or generated during the certification activities, except when required by law or when authorized by those applying for certification or certified persons. The staff GLOBAL signs document committing fulfill this Confidentiality Policy and the specific rules implemented by GLOBAL, including the requirements of impartiality and conflict of interest.

The content of the information available to the public is clearly stated in a specific item of this Manual. Information obtained during the certification process, either directly from persons or other sources, are kept as confidential and not made available to unauthorized persons or institutions, unless there is written permission from the person, except in cases where there is a regulatory or statutory requirement. In cases where the disclosure is made, following the provisions in regulatory or statutory requirements, the person involved must be notified, as long as the regulatory or statutory requirements do not prohibit.

Information obtained by Member of the Competence Committee as part of their activities are covered by this Agreement.

GLOBAL takes immediate actions if confidentiality or security failure is detected. A Nonconformance is registered and immediate correction is taken. Corrective Actions are also registered for each confidentiality or security failure in order to avoid recurrence.

## **IMPARTIALITY**

The impartiality in all activities and decisions of GLOBAL is ensured by the commitment of the President of GLOBAL and the protections and actions taken to eliminate the risks that may result in losing the impartiality.

The Certification Program is a document with public access that contains the President's commitment to impartiality and indicates its importance in the conduct of all activities and decisions on personnel certification, ensuring that potential conflicts of interest are eliminated in order to ensure the objectivity of the activities and decisions pertaining to certification of persons.

Certification is open to all persons who meet the requirements of the Certification Program, without any hindrance discriminatory character. The certification procedures are transparent and accessible to stakeholders, there are no hindrances, financial or commercial nature or otherwise that may affect impartiality.

The broad participation of stakeholders, including the public sector, is guaranteed by the open configuration in which the Competence Committees operate, which is the central forum for the structuring of Certification Programs and investigations concerning Appeals.

GLOBAL usually provides Exams by the registered Competence Centers, according to the Certification Programs defined by the Competence Committees. The participation of Competence Centers and other stakeholders in the Competence Committees responsible for the content of Certification Programs brings a natural barrier from undue influence that may affect impartiality. Similarly, when conducting the certification process, GLOBAL clearly indicates the detected deviations that may prevent the registration of a professional but does not offer advice or prescribes specific training as part of an evaluation, maintaining fair and impartial, following the provisions of Competence Program and leading immediately to the attention of responsible Competency Committee any point requiring clarification.

Situations where there may be conflicts of interest that threaten the impartiality are constantly analyzed and addressed in the management review. The elimination of threats to impartiality is promoted by implementing the necessary corrective actions, record keeping and following up on all management reviews.

The staff that works at any stage of the certification process, including Examiners and Watchers, [Competence Centers and Members of the Competence Committee](#) formally declares to have no conflict of interest with the persons who are seeking certification.

The Competence Committee may, at any time, maintained confidentiality obligations required in certification activities, request the President of GLOBAL to provide all necessary information including the reasons for all his decisions and the Technical Manager, including the actions and selection of personnel responsible for activities related to certification, so that the certification body ensures adequate and impartial certification. If the President does not respect this request, the Competence Commission Chairman shall take appropriate measures, which may include informing the accreditation bodies and other stakeholders.