

TIC Council

Compliance Code

EDITION

2

June 2022



This Second Edition of the TIC Council Compliance Code enters into force on 1 June 2022 and supersedes its First Edition dated 13 December 2018 and the IFIA Compliance Code last revised in April 2007.

Any words and expressions which are defined in the TIC Council Articles of Association dated 1 June 2022 shall have the same meaning in this Code unless otherwise stated.

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Introduction

The TIC Council is an association of companies whose business is to verify their clients' or third parties' products, services, or systems.

The value that TIC Council Members provide to their clients is trust. For this reason, TIC Council has chosen to adopt and implement a Compliance Code that enshrines the substance of the integrity that TIC Council membership stands for.

The Compliance Principles address technical and business professional conduct and ethics in relation to the following areas:

- Integrity
- Conflict of Interest
- Confidentiality and Data Protection
- Anti-bribery
- Fair Business Conduct
- Health and Safety
- Fair Labour

It is a condition of TIC Council membership that Members implement and abide by the Compliance Code. This entails:

- approval of the Member's implementation by TIC Council,
- a Compliance Programme throughout the Member's organization,
- policies and procedures in accordance with the Code,
- training of staff globally, and
- regular monitoring of compliance with the Code.

To ensure the effectiveness of their implementation, Members are required to submit their Compliance Programme to an annual independent examination whose results are reported to TIC Council.

The result is a sound and verified basis for trust.

TIC Council Compliance Principles

1. Integrity

The Member shall operate in a professional, independent, and impartial manner in all its activities.

The Member shall carry out its work honestly and shall not tolerate any deviation from its approved methods and procedures. Where approved test methods make provision for tolerances in results, the Member shall ensure that such tolerances are not abused to alter the actual test findings.

The Member shall report data, test results and other material facts in good faith and shall not improperly change them and shall only issue reports and certificates that correctly present the actual findings, professional opinions or results obtained.

2. Conflict of interest

The Member shall avoid conflicts of interest with any related entity in which it has a financial or commercial interest and to which it is required to provide services.

The Member shall avoid conflicts of interest between the Member's companies and/or divisions engaged in different activities, but which may be providing services to either the same client or each other.

The Member shall ensure that its employees avoid conflicts of interest with the activities of the Member.

3. Confidentiality and Data Protection

The Member shall respect the confidentiality and privacy of client's information and ensure processes are in place to adequately protect such information.

4. Anti-bribery

The Member shall prohibit the offer or acceptance of a bribe in any form, including kickbacks on any portion of a contract payment.

The Member shall prohibit the use of any routes or channels for provision of improper benefits to, or receipt of improper benefits from, customers, agents, contractors, suppliers, employees of any such party, or government officials.

5. Fair Business Conduct

The Member shall conduct itself with the highest standards of business ethics and integrity and shall not do anything which would bring the reputation of TIC Council or the TIC industry into disrepute.

6. Health and Safety

The Member shall implement adequate training and procedures to protect the health and safety of employees, customers, and third parties and shall monitor incidents with the view of minimising risks in the course of business operations.

7. Fair Labour

The Member is aware of its social responsibility for its employees and the people, communities, and environments in which it works and shall respect human rights.

Requirements for Implementation

Each Member of TIC Council shall:

1. Commit itself to implement the Compliance Principles throughout its organisation through operation of a Compliance Programme which has been approved by TIC Council.
2. Appoint a Compliance Committee and Compliance Officer to oversee and manage the Compliance Programme.
3. Require all employees to comply with the Compliance Programme, train them accordingly and ensure their continuing understanding of the Compliance Programme.
4. Provide help lines for staff and encourage the reporting of violations on a confidential basis and free from reprisal except in malicious cases.
5. Publicly disclose its Compliance Principles and facilitate enquiries, complaints, and feedback.
6. Investigate and record all reported violations and apply corrective and disciplinary measures.
7. Protect the security of confidential business information.
8. Minimise health and safety risks in the workplace, monitor incidents, and put in place any necessary corrective measures.
9. Maintain accurate books and records which properly and fairly document all financial transactions.
10. Ensure that its Compliance Programme is applied to the extent appropriate to its business partners.
11. Monitor the effectiveness of its Programme through the use of annual management declarations and internal auditing.
12. Arrange for the effectiveness of the implementation of the Programme to be verified at least annually by a recognised independent external audit firm and meet the document submission requirements of TIC Council (including the submission of the Agreed Upon Procedures report).

These requirements are supported by Guidelines which are published separately, and which provide TIC Council Members with an approved means of meeting the requirements. Members whose Compliance Programmes do not follow the Guidelines in a particular respect may still have their Programme approved by TIC Council, so long as they can demonstrate to the Director General that their Programme meets the relevant requirements of the Code in an equivalent way to that set out in the Guidelines.

Any Complaint to TIC Council about a TIC Council member's conduct which alleges a violation of the Compliance Code shall be handled pursuant to the Complaints Handling Procedure.