



R&D Test Center Impartiality, Confidentiality, and Security Policy

Brief

This policy defines the principles under which we commit to conducting all testing services and reporting in a fair, reliable, and independent manner, in accordance with the TS EN ISO/IEC 17025 standard.

R&D Test Center

Impartiality, Confidentiality, and Security Policy

Borçelik we, as the management of Borçelik Çelik Sanayii Ticaret A.Ş. and the entire organization of the R&D Test Center, hereby declare and commit that we will;

- Provide our testing services and reporting within the scope of our accreditation in a fair, equal, transparent, impartial, reliable, and independent manner, within the framework of our Quality Policy and procedures;
- Evaluate testing requests with impartiality, and avoid any unfair, obstructive, or unethically accelerating practices;
- Conduct our activities in full compliance with relevant national and international standards, regulations, and guidelines;
- Continuously identify and control the risks that may threaten impartiality;
- Store all customer information, records, and documents in secure environments in accordance with the principles of confidentiality and security, and do not share them with third parties except in cases of legal obligation;
- Ensure that all personnel are obligated to report any situations that could affect impartiality, and that the confidentiality obligation remains in effect even after their term of duty ends,
- Avoid any relationships that could lead to a conflict of interest, and safeguard the independence of the laboratory under all circumstances;
- Not allow any financial or other pressures (internal or external) that could influence our decisions and test results;
- Ensure that past or present commercial or personal relationships with customers do not affect our decisions;
- Reject requests in the event of an unacceptable risk to impartiality, and manage the process in accordance with the "Impartiality Management and Risk Assessment Procedure";
- Resolve customer complaints objectively, transparently, and free from any undue influence.

Kerem ÇAKIR
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