

Appendix C

POLICIES RELATED TO IMPARTIALITY, CONFIDENTIALITY, OBJECTIVITY AND CONFLICT OF INTEREST



**Canadian Mill Services Association
Certification System Quality Manual (ISO17065)**

1. Policies (Impartiality, Confidentiality and Objectivity)

The following policies are employed by Canadian Mill Services Association in order to maintain its impartiality and objectivity as a third-party certification organization:

1. CMSA as accredited by the Canadian Lumber Standards Accreditation Board shall ensure that Agency Inspection staff are fully experienced and qualified to inspect items on which they are authorized to perform.
2. CMSA shall not be controlled by any facility or person whose own products are subject to its inspection. CMSA shall not employ any Inspection staff who may be under the employ, contract, or agreement by lumber manufactures, buyers, wholesalers, or users.
3. CMSA staff are not involved in the promotion or sale of any product which it may test or certify, although data produced by and expert advice provided by CMSA staff may be used by its members in the marketing or promotion of products.
4. CMSA staff involved with an in-process certification or ongoing certification evaluations are not permitted to provide advice or consultancy services to the member on the side.
5. CMSA shall be responsible for the impartiality of its certification activities and shall not allow commercial, financial or other pressures to compromise impartiality.
6. CMSA shall identify risks to its impartiality on an on-going basis. This shall include those risks that arise from its activities, from its relationships, or from the relationships of its personnel.
7. CMSA shall have top management commitment to impartiality.
8. CMSA's activities shall not be marketed or offered as linked with the activities of an organization that provides consultancy. CMSA shall not state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used.
9. CMSA shall take action to respond to any risks to its impartiality arising from the actions of other persons, bodies or organizations of which it becomes aware.
10. All CMSA personnel (either internal or external) or committees who could influence the certification activities shall act impartially.

2. Conflict of Interest

All staff of Canadian Mill Services Association are aware that work performed for our members to generate data and knowledge is proprietary information.

To ensure the confidentiality of data, technology, knowledge, and information collected, CMSA staff shall keep all in confidence. CMSA Staff shall not divulge data, information, knowledge or technology to any party in any manner which could jeopardize the legitimate technical, financial or business interests of the Association or members.

All CMSA Staff involved in the certification process shall sign a contract which they commit themselves to uphold Confidentiality and Conflict of Interest. (see Memorandum of Understanding – next page)

3. Memorandum of Understanding

Memorandum of Understanding

To: All Employees

Re: Confidentiality and Conflict of Interest

Testing and other activities of the Canadian Mill Services Association generate test data, technology, knowledge and proprietary information. This data, technology, knowledge and information is the property of the Canadian Mill Services Association, its Members or its Clients.

To ensure the confidentiality of data, technology, knowledge and information, it is the policy of the Canadian Mill Services Association that all personnel employed shall:

- X Keep such data, technology, knowledge and information in confidence.
- X Not divulge data, information, knowledge or technology to any party in any manner which could jeopardize the legitimate technical, financial or business interests of the Association, its Members or its Clients.
- X Furthermore, personnel shall declare any parties to or any interests in any patents or proprietary products by similar nature which may be evaluated by the individual.

It is also policy that all personnel shall ensure that they have no conflict of interests in relation to the activities of the Association and/or the data, technology, knowledge, information to which they have access.

General Manager – CMSA

Date

I, _____ understand, accept and will conduct myself in accordance with the policies described above and will immediately notify the General Manager - CMSA if any breach of this policy has or is likely to have occurred.

Signature

Date