

Non-discrimination policy

The policies and procedures of NBSM are non-discriminatory and are administered in a non-discriminatory manner. Product certification procedures are not used to impede or inhibit access by applicants. Also NBSM does not practice any form of discrimination such as hidden discrimination by speeding up or delaying the processing of applications.

- 1.1.1 The policies and procedures under which NBSM operates and their administrations are non-discriminatory. NBSM Procedures are not used to impede or inhibit access by applicants, other than as provided in ISO/IEC 17065.
- 1.1.2 NBSM makes its services accessible to all applicants whose activities fall within the scope of its operations.
- 1.1.3 Access to the certification process is not conditional upon the size of the client or membership of any association or group, nor conditional upon the number of certifications already issued. There is no any undue financial or other condition.

Note: NBSM can decline to accept an application or maintain a contract for certification from a client when fundamental or demonstrated reasons exist, such as the client participating in illegal activities, having a history of repeated non-compliances with certification/product requirements, or similar client-related issues.

- 1.1.4 NBSM confines its requirements, evaluation, review, decision and surveillance to those matters specifically related to the scope of certification.

1.2 Confidentiality

- 1.2.1 NBSM is responsible, through legally enforceable commitments, for the management of all information obtained or created during the performance of certification activities. Except for information that the client makes publicly available, or when agreed between NBSM and the client (e.g. for the purpose of responding to complaints), all other information is considered proprietary information and shall be regarded as confidential. The certification body shall inform the client, in advance, of the information it intends to place in the public domain.
- 1.2.2 When NBSM is required by law or authorized by contractual arrangements to release confidential information, the client or person concerned is, unless prohibited by law, be notified of the information provided.
- 1.2.3 Information about the client obtained from sources other than the client (e.g. from the complainant or from regulators) are treated as confidential.