

Document Title:		
Management Principles		
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- **Impartiality**

ITC ZENITH shall remain impartial for providing Audit and Certification Services in a way that the decisions shall not be influenced by other interests or by other parties.

- **Competence**

ITC ZENITH shall ensure the competence of its personnel and demonstrate the ability to apply knowledge and skills, while providing Audit and Certification Services.

- **Responsibility**

ITC ZENITH shall remain responsible for its decisions, while providing Audit and Certification Services.

- **Openness**

ITC ZENITH shall provide public access to, or disclosure of, appropriate and timely information about its Audit and Certification Services.

- **Confidentiality**

ITC ZENITH shall abide by confidentiality requirements to any proprietary information gathered about a client while providing Audit and Certification Services.

- **Responsiveness to Complaints**

ITC ZENITH shall ensure fair and transparent handling and effective response to complainants for all the complaints related to Audit and Certification Services.

- **Risk Based Approach**

ITC ZENITH shall ensure continuous risk assessment, to take into account risks associated with providing competent, consistent and impartial certification.

- **ITC ZENITH shall always ensure an appropriate balance between the principles of openness and confidentiality, including responsiveness to complaints, in order to demonstrate integrity and credibility to all users of our services.**

- **ITC ZENITH shall always be committed to continually maintain highest standard of business ethics and professional integrity in all its activities across the organization.**

As Top Management Team of ITC ZENITH, we declare our total commitment and support to abide by ITC ZENITH Management Principles.