

APMG Ethics and Standards Board

The Ethics and Standards Board met on 21st January 2008. The members decided that all with interests in the Company's activities should have access to a summary of the matters discussed at every Ethics and Standards Board meeting.

This is the first such summary. We hope you will find it useful. Please address any comments or questions to me at ethicsboard@apmgroupltd.com

The Board's Terms of Reference

John Pettifer joined the meeting for a discussion on the amendments needed to the Board's Terms of Reference to ensure full compliance with the requirement of UKAS for a body providing APMG with independent, impartial governance and advice. A small working party was remitted to draft revised Terms of Reference for the full Ethics Board to consider at its next meeting.

Quality of Service to APMG's Customers

The Board was concerned to hear about the length of time it was taking to despatch PPM examination results and issue certificates and the consequent complaints. Possible underlying causes and remedial actions were discussed. The Board asked for more information on trends in errors and complaints and will keep these under review at future meetings.

Separation of Accrediting and Examining Roles

The Board noted that these activities had recently been physically separated and were being carried out in different locations. It discussed how to develop healthy communications and good working relationships between the two teams whilst preserving separation of roles. This is another issue which the Board will keep under review in future.

Current Business Priorities and Ethical Challenges

The Board received detailed reports from Management Team members on their current work priorities and gave advice on associated ethical issues. Members were particularly concerned to ensure that appropriate employees continue to be trained in the culture and business practices of the Company's overseas markets.

Next Meeting

The next Ethics and Standards Board meeting will be on 21st April 2008. When the Minutes have been finalised, a summary report will be posted on the APMG website.

*Canon Alan Deboo
Chair, APMG Ethics and Standards Board
27th March 2008*