

## **APM Group Ethics and Standards Board**

The Ethics and Standards Board met on 19 January 2009. This is a summary of the matters discussed at that meeting. Please address any questions or comments to me at [ethicsboard@apmgrouppltd.com](mailto:ethicsboard@apmgrouppltd.com) I look forward to hearing from you!

### **Complaints**

The Ethics Board received a report analysing the complaints made by customers and others. It expressed concern about lost examination certificates, and asked the Company about the steps it was taking to improve its performance in this area. The Board asked for future reports to distinguish between significant problems and minor mistakes. It also asked the Company to research appropriate external standards by which the Company's future performance could be judged.

### **Annual Review of Impartiality**

The Board received a report from a Member who had recently carried out an impartiality audit of the Company's finance function. He confirmed that he had found no significant issues or problems and that the financial function and systems were very professional. The Board noted that another Member would carry out an impartiality audit of the Examinations activity in February 2009.

### **Management Report**

The Board received a report from Richard Pharro. The principal issue was the current realignment of APMG into (1) EI activities (APMG International), (2) Official Accreditation (APMG Corporate) and (3) Corporate Services. Richard reported that APMG-UK had also been realigned into 3 groups: Accreditation, Production and Examinations.

### **Risk Log**

The Board reviewed the current edition of the risk log, and drew attention to the risk to the Company of the unexpected loss of the Managing Director and/or members of the Management Team. The Company agreed to include these risks in a next edition of the log.

### **Code of Ethics**

The Board received comments from the International Offices on the Company's Code of Ethics, and agreed the actions needed to bring a revised and updated version of the Code to the April 2009 Ethics Board meeting for approval and sign-off.

*Canon Alan Deboo*  
*Chair, APMG Ethics and Standards Board*