

POLICY ON MANAGEMENT OF IMPARTIALITY

SC is committed to impartiality in its management system certification activities and ensures the objectivity of its management system certification activities. SC understands the importance of impartiality in carrying out its management system certification activities and manages conflict of interest.

SC identifies, analyze and document the possibilities for conflict of interests arising from provision of certification and resulting relationships. Detailed information hereto shall be made available to the committee for safeguarding impartiality (CSI) for decision.

SC does not provide certification in cases of unacceptable threat to impartiality. There will be no offering of certification when relationships that threaten impartiality cannot be eliminated or minimized.

SC does not certify another certification body's management systems certification activities

SC does not deal with or provide any type of consulting services or management system consultancy. SC does not promote activities of any particular consultancy body or organization. SC does not enter into any type of relationship or agreement with any management system consultancy body or organization.

SC does not provide services related to internal audits to other organizations or its certified clients.

SC does not provide certification to clients who have received management system consultancy or internal audits if the relationship between the consulting organization and SC poses unacceptable threat to impartiality. There will be no offering of certification when relationships that threaten impartiality cannot be eliminated or minimized.

SC does not outsource audits and do not offer linked activities with organizations that provides management system consultancy.

SC does not do joined marketing activities with management system consultancy organizations. SC does not state or imply that certification would be simpler, easier, faster or less expensive if services of specified management system consultancy organization are used.

SC will take appropriate legal action against any false or inappropriate claims by any management system consultancy organization stating or implying that certification would be simpler, easier faster or less expensive if SC's certification services are used. Since SC does not enter into any type of relationship or agreement with any management consultancy body or organization any such claims shall be false and misleading.

SC make sure, that personnel who have provided management system consultancy in previous two years, shall not be used to take part in certification activities, unless more than 2 years passed.

SC takes actions to respond to any threats to its impartiality arising from external actions including that of other persons, bodies or organizations.

SC makes sure that its personnel act impartially and shall not allow commercial, financial or other pressures to compromise impartiality. SC periodically reviews conformance with the impartiality requirements of ISO 17021. The results shall be presented to the CSI for further review and approval.

The personnel of SC are instructed to report any situations regarding conflict of interest that might result in threats to impartiality. SC does not use such personnel for certification activities unless they demonstrate that there is no conflict of interest.

All the activities of the staff are based on employee declaration. SC uses this information as input to identifying threats to impartiality raised by the activities of such personnel or by the organizations that employ them.

SC doesn't use personnel, either internal or external, that cannot demonstrate that there is no conflict of interests.

For,
Synergy Certification Sdn Bhd,
Managing Director

DC-002-00; Eff. Date: 02.06.14.

POLICY ON SUSPENSION, WITHDRAWAL OR REDUCTION OF SCOPE

Certifications granted by Synergy Certification Sdn Bhd may be suspended or withdrawn or the scope of certification may be reduced.

- Suspension: Temporary invalidation of a certificate (not more than 6 month).
- Withdrawal: Permanent invalidation of a certificate.

Suspension of Certification - SC shall suspend the certification of the client under the following circumstances;

- i. the certified client's management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management systems,
- ii. the certified client does not allow Surveillance or Recertification audits to be conducted at the required frequencies,
- iii. the certified client has voluntarily requested suspension of its certification,
- iv. the certified client fails to take corrective actions for non-conformity(ies) raised within the specified timeframe,
- v. the certified client has incorrectly making references to its certification status or misleading use of certificate, marks or audit reports.
- vi. the certified client infringed the requirements of the certification contract.

The management of Synergy Certification who issued the certificate shall decide on the action to be taken, based on review of the evidence. If suspension of the Client's certification is decided, the Client will be formally notified as described in the procedure Maintenance, Suspension, Withdrawal & Reduction of Scope (CT-005-01)

Withdrawal of Certification - A Client's certification may be withdrawn as a consequence of:

- i. The suspension period of the certificate has expired
- ii. The continued use of the certificate for promotion following the suspension of the certificate
- iii. The client fails to pay agreed fees
- iv. The client uses the certification in such a way as to undermine the reputation of organization
- v. The client terminates the contractual relationship with the organization

The management of Synergy Certification who issued the certificate shall decide on the action to be taken, based on review of the evidence. If withdrawal of the Client's certification is decided, the Client will be formally notified as described in the procedure Maintenance, Suspension, Withdrawal & Reduction of Scope (CT-005-00).

The decision to withdraw a certificate shall be formally communicated to the customer including the requirements to:

- Terminate use of the certification mark and any reference to certification

- Return certificate(s) and copies to Synergy Certification Sdn Bhd

Reduction of Scope - Where the failure of the quality system is related to a specific part of the Client's organization (physical locations, organizational units, or activities), the Client's scope of certification shall be reduced to exclude the part of the business that does not meet requirements. Only design, service, and/or special processes that are outsourced may be excluded or reduced from the Client's scope of certification.

The Client has the right to appeal any certification decision made by Synergy Certification. An appeal may be filed according to the appeals handling procedure (CT-006-01)

Synergy Certification requires that the certified client conforms to the following requirements when making reference to its certification status in communication media:

- Will discontinue using all advertising, stationery, and literature with references to certification upon suspension or withdrawal of certification;
- Will amend all advertising matter when the scope of certification has been reduced;
- Will not imply that the certification applies to activities outside the scope of certification;
- Will not use certification in such a manner that would cause Synergy, Standard Malaysia or the certification system to fall into disrepute and to lose public trust.

End of Policy on Management of Impartiality

DC-004-R0; Eff. Date: 02.05.15.

POLICY ON CONFIDENTIALITY

Introduction

This policy defines how confidentiality of the information obtained or created during the certification activities, is ensured.

Obligations of SC

- a. SC commits itself to confidentiality concerning all information available to it in the context of its activities on the Client's premises, whether this information relates to internal matters of the client or to its business relations. This also applies to verbal or written results of the audit.
- b. SC shall not disclose the Client's confidential information, trade secrets or processing procedures to any third party (unless required to do so by Law).
- c. SC shall allow access to both its own documents and Client-related data to Accreditation Authorities as relevant.
- d. SC shall inform the Client, in advance, of any proprietary information it intends to place in the public domain. All but information that is publicly accessible by the Client shall be considered confidential.
- e. Information about the Client from sources other than the Client (e.g. complainants, regulators) shall be treated as confidential, consistent with this Policy.
- f. All personnel, including committee members, technical experts, subcontracted/external bodies or individuals acting on behalf of the SC, shall keep confidential all information obtained or created during the certification activity.
- g. For issues at hand, declaration of interest shall be expressed using an appropriately designed form. All involved personnel (i.e. SC auditors, technical experts, subcontracted/external auditors, committee members and other associates as relevant) shall sign an undertaking committing them to comply with the confidentiality and independence requirements
- h. SC shall ensure there is adequate equipment and facilities for secure handling of confidential documents and records for the certification activity.

Obligations of the Client

The Client is obliged to maintain strict confidentiality about any information revealed within the terms of the Certification Contract as well as knowledge of matters relating to SC, its employees and auditors. This obligation also applies after termination of the Contract. The Client similarly accepts the obligation on behalf of his auxiliary persons and associates.

DC-003-00; Eff. Date: 02.06.14.