
 <b>MONDIAL</b> <small>INTEGRITE CONFORMITE</small>	<b>MONDIAL INTEGRITE CONFORMITE SDN. BHD.</b>	
	<b>POLICY ON INSPECTION'S IMPARTIALITY, CONFIDENTIALITY &amp; CONSISTENT OPERATION</b>	Doc. No: MICO-IM-2024-QR04
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## **POLICY ON INSPECTION'S IMPARTIALITY, CONFIDENTIALITY & CONSISTENT OPERATION**

MONDIAL shall be committed to impartiality by ensuring the following being implemented:

- Mondial Integrite Conformite Sdn. Bhd. is deeply committed to upholding the principles of impartiality and integrity in all its operations and decision-making processes. As part of this commitment, the company conducts a thorough annual review to identify, assess, and resolve cases where conflicts of interest may arise. These conflicts may be identified, perceived, or substantiated, and the company takes proactive measures to demonstrate how potential threats to impartiality and integrity can be mitigated, minimized, or completely eliminated.
- The management recognizes that impartiality is a cornerstone of trust and credibility in its operations. Therefore, it assigns the utmost priority to ensuring that all employees and processes remain unbiased. Employees are guaranteed an environment free from internal or external pressures, whether financial, commercial, or otherwise, that could compromise their ability to exercise objective and technically sound judgment.
- To reinforce this commitment, Mondial Integrite Conformite Sdn. Bhd. has implemented a robust and well-structured organizational framework. Roles and responsibilities within the organization are meticulously defined to ensure that every decision made is impartial and free from undue influence. The company regularly reviews its structure and policies to uphold transparency, foster accountability, and maintain the integrity of its processes.
- By embedding these principles into its organizational culture, Mondial Integrite Conformite Sdn. Bhd. consistently strives to maintain the highest standards of impartiality and integrity, ensuring that its operations remain fair, trustworthy, and reliable in serving the needs of its stakeholders.

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## CONFIDENTIALITY

MONDIAL shall be committed to confidentiality by ensuring the following being implemented:

- MONDIAL shall be responsible for the management of all information obtained or created during the performance of inspection activities.
- MONDIAL shall inform the client in advance or have agreed with client of the information it intends to place in the public domain.
- MONDIAL shall treat all information as proprietary information and shall be regarded as confidential.
- When the inspection is required by law or authorized by contractual arrangements to release confidential information, the client or individual concerned shall, unless prohibited by law, be notified of the information provided.
- Information about the client obtained from sources other than the client shall be confidential between the client and MONDIAL. The provider (source) of this information shall be confidential and shall not be shared with the client, unless agreed by the source.
- Personnel, including any committee members, subcontractors, personnel of external bodies, or individuals acting on the inspection's behalf, shall keep confidential all information obtained or created during the performance of inspection activities, except as required by law.

## CONSISTENT OPERATION

MONDIAL shall be committed to promote confidence in the operation. This is achieved by ensuring Consistent Operation as follow:

- Inspection activities consistently comply with the requirement of the MS ISO/IEC 17020:2012.
- Inspection resources including Personnel, Equipment and Method of inspection are competent and able to generate valid results.
- Inspection monitors, reviews, and continuously improves the effectiveness of the Inspection Management System.

Signed,



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Tan Suan Tee @ Natasha Tan Suan Tee Abdullah  
General Manager,  
Mondial Integrite Conformite Sdn Bhd  
(05/08/2024)