

	Universal Certification Services (Thailand) Company Limited	Doc. No. : MSM - 01
		Rev. No. : 08
	Management System Manual	Eff. Date : 05.01.2024
	Subject : Management System Manual	Page : 8 of 50

MANAGEMENT SYSTEM POLICY

Universal Certification Services (Thailand) Co., Ltd. is committed to offer management system certification services to the highest standard to all organizations without discrimination, by competent, consistent, impartial and value-added conformity assessments.

We want to achieve the above by

- Fulfilling all the requirements of ISO/IEC 17021-1:2015, and other relevant National and International standards / guidelines as it subscribes to.

- Enhancing satisfaction of all interested parties through performing valued added audit services.

- Continual improvement in building capacity for meeting changing needs of certifications.

	Universal Certification Services (Thailand) Company Limited	Doc. No. : MSM - 01
		Rev. No. : 08
	Management System Manual	Eff. Date : 05.01.2024
	Subject : Management System Manual	Page : 9 of 50

IMPARTIALITY POLICY

Universal Certification Services (Thailand) Co., Ltd. operates a policy of impartiality in relation to its auditing and certification services.

UCS pro-actively manages any threat of conflict of interest, actual or perceived, affecting UCS's certification/registration services.

UCS commitment to impartiality is monitored and administrated by an independent "Impartiality Committee" dedicated to overseeing the impartiality of its certification/registration services.

UCS understands the importance of impartiality in carrying out its management system certification activities, managing conflicts of interest and ensuring the objectivity of its management certification activities.

	Universal Certification Services (Thailand) Company Limited	Doc. No. : MSM - 01
		Rev. No. : 08
	Management System Manual	Eff. Date : 05.01.2024
	Subject : Management System Manual	Page : 10 of 50

OPENNESS POLICY

Universal Certification Services (Thailand) Co., Ltd. operates a policy of openness in relation to its auditing procedures, certification procedures, types of management systems and geographical operating areas and information relating to these is available on reasonable request.

Information relating to the granting, maintaining, renewing, suspending, reducing the scope of, or withdrawing of certifications is available on reasonable request. Where requested UCS confirms the validity of a given certificate issued by itself.

UCS maintains a list of valid certificates that it has issued that is available on reasonable request.

However, we also respect the confidentiality of our customers and therefore cannot disclose details of information obtained or created during the performance of certification activities except to relevant legal or accreditation bodies.

	Universal Certification Services (Thailand) Company Limited	Doc. No. : MSM - 01
		Rev. No. : 08
	Management System Manual	Eff. Date : 05.01.2024
	Subject : Management System Manual	Page : 11 of 50

CONFIDENTIALITY POLICY

Activities carried out for clients shall be treated as confidential to that client unless otherwise agreed.

Information supplied by clients, the results and documents generated by the certification service and its subcontractors, the contract records that are retained, and the existence of the contract itself (other than any certificates issued) are all treated as “commercial in confidence” and will not be communicated to any third party without written agreement, unless the information is already in the public domain.

Where the law requires information to be disclosed to a third party, the client will be informed of the information disclosed.