



ECCO-PL-01

Policy for Quality, Confidentiality,
Impartiality, Transparency,
Non-discriminatory, Complaints &
Appeals

By ECCO CERTIFIED SDN BHD
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REVISION: 05

**MALAYSIAN SUSTAINABILITY PALM OIL
(MSPO) CERTIFICATION SCHEME**

1. QUALITY

Quality will pervade ECCO's technical, operational and client service delivery process. Our quality service culture is characterized by client focus and continuous improvement in all activities. The certification process will ensure that all audits and certification decisions are conducted in accordance with the requirements of the relevant, in an impartial manner. In addition, ECCO is fully committed towards ensuring that it fully complies with all the standards under Malaysia's regulations and requirements under of any regulatory bodies.

ECCO will ensure that a professional service will be offered to clients using trained, experienced, and competent audit and support staff. ECCO will also continually seek to improve the services it offers and will do so through acting upon client's feedback, regular internal and external audits, reviews of reports, reviews of staff, management review meetings and management meetings. Any client who feels dissatisfied with any aspect of the service provided by ECCO is encouraged to put in writing their complaint which will be responded to promptly and thoroughly investigated. Any client who disagrees with a Certification Decision has the right of appeal which will be put before an independent panel. ECCO fully understands the importance of ensuring that the certification process and all audits are conducted in an impartial manner and no conflict of interest exists. To this end checks have been introduced throughout the certification process to identify any potential conflicts of interest and an independent Technical Advisory & Impartiality Committee (TAC) has been established to oversee the operations of ECCO and the certification process.

2. CONFIDENTIALITY

ECCO will keep all company and client information created or obtained during the certification activities and will not disclose any information to a third party, except where required by law or with written consent from competent authorities. All information that is not made publicly available will be considered confidential. Information about the client from sources other than the client (e.g. complainant, regulators, etc.) will be treated as confidential. ECCO ensures there exists a advance enforceable agreement to safeguard the confidentiality of the information.

3. IMPARTIALITY

ECCO is committed to impartiality in its certification activities. An assessment and analysis of all actual and potential threats for personnel, bodies or organizations is carried out regularly including conflicts arising from internal and external relationships such as associated companies, common ownership and further reviewed by Impartiality Committee.

ECCO do not engage in activities related to the design, manufacturing, installation, distribution, or maintenance of any product, process, or service subject to certification. This separation ensures impartiality and objectivity in the certification process.

ECCO do not offer or provide consultancy services to their clients. This includes any advice or assistance related to the design, implementation, or maintenance of the product, process, or service being certified, as well as management system consultancy.

ECCO personnel are prohibited from offering or providing internal auditing services to their clients. This restriction ensures that there is no conflict of interest, particularly in certification schemes that require the evaluation of the client's management system. These measures uphold the highest levels of impartiality, objectivity, and integrity in certification activities.

3.1. RELATIONSHIP WITH BODY PROVIDING CONSULTANCY

ECCO also does not offer management system consultancy to clients and shall not certify a client that has received management system consultancy from a body that has a relationship with ECCO (if there is) as this is a significant threat to the impartiality. In addition, a recognized mitigation of this threat is that ECCO shall not certify the management system for a minimum of two years (cooling period) following the end of the consultancy.

ECCO's activities also shall not be marketed or offered as linked with the activities of an organization that provides management system consultancy. ECCO shall take action to correct inappropriate links or statements by any consultancy organization stating or implying that certification would be simpler, easier, faster, or less expensive if the ECCO were used. ECCO also shall not state or imply that certification would be simpler, easier, faster, or less expensive if a specified consultancy organization were used.

4. TRANSPARENCY

ECCO will disclose information requested to ensure the openness and transparency required for maintaining the integrity and credibility of its certification process.

5. NON-DISCRIMINATORY

ECCO is committed to ensure non-discriminatory practices is applied within the company. ECCO makes its services accessible to all applicants whose activities fall within the scope of its operations. Access to certification process is not conditional upon size of the client or membership of any association or group or group or upon the number of certifications already issued. ECCO does not confine its requirement, evaluation, review, decision, and surveillance (if any) to those matters specifically related to the scope of certification.

6. COMPLAINT & APPEAL

ECCO is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels.

ECCO recognizes that the client may have some reservations or may not agree with the conduct of the auditor, audit findings, certification committee decision and/ or overall interaction with ECCO's staff. ECCO will ensure all complaints and appeals are handled as efficiently and effectively as possible.



Nur Izzaty Iqlima Binti Norazman
Director
ECCO Certified Sdn Bhd