

Introduction

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Statement

The reliability and integrity of a certification, validation/verification, laboratory testing, and inspection activities fundamentally depends on the level of trust and confidence placed on Control Union Malaysia Sdn. Bhd. by its clients, the regulators, scheme owners, and the public. This trust can only be achieved through consistent, objective, and impartial demonstration of conformity with the applicable requirements.

Control Union Malaysia Sdn. Bhd, recognises that being impartial (inclusive of the perception of impartiality) is essential in safeguarding the integrity and reliability of our services. To obtain and maintain confidence in our decisions, all determinations must be based solely on objective evidence of conformity (or non-conformity). Control Union Malaysia Sdn. Bhd. ensures that no decision is influenced by any commercial, financial, operational or any external pressure that could compromise impartiality.

We declare that Control Union Malaysia Sdn. Bhd. shall refrain from any activity that could jeopardise its impartiality or create a perception of conflict of interest in accordance with:

- **Clause 5.2 of ISO/IEC 17021-1:2015 (Management System Certification)**
- **Clause 4.2 of ISO/IEC 17065:2012 (Product Certification)**
- **Clause 5.3 of ISO/IEC 17029:2019 (Validation/Verification)**
- **Clause 4.1 of ISO/IEC 17025:2017 (Laboratory Activities)**
- **Clause 4.1 of ISO/IEC 17020:2012 (Inspection Activities)**

All personnel, whether internal or external, involved in any stage of conformity assessment and certification, validation and or verification, testing and inspection services are required to act with integrity, objectivity, independence and impartiality. Any situation that may present a potential conflict of interest must be reported immediately to management and assessed by the impartiality review mechanism.

By implementing strong governance, thorough risk assessment processes, and continuous monitoring, Control Union Malaysia Sdn. Bhd. commits to maintaining an impartial, transparent, and credible operating environment across all accredited activities.

Klang, 1st January 2026

S.S Nigamuni
Managing Director