



Zone Inspection & Services Sdn Bhd

Company Register # 1045297-D

Load Test | NDT | Weighing | Lifting Consultant | Training

POLICY ON TESTING 'S IMPARTIALITY, CONFIDENTIALITY & CONSISTENT OPERATION

IMPARTIALITY

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

- **Testing activities shall be undertaken impartially and structured and managed so as to safeguard impartiality.**
- **ZIS shall be responsible for the impartiality of Testing activities and shall not allow commercial, financial or other pressures to compromise impartiality.**
- **ZIS shall identify risks to ZIS impartiality on an on-going basis. This shall include those risks that arise from Testing activities, or from Testing relationships, or from the relationships of Testing personnel.**

CONFIDENTIALITY

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

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

CONSISTENT OPERATION

ZIS management shall be committed to promote confidence in the operation. This is achieved via ensuring Consistent Operation by ensuring the following being implemented:

- Testing activities consistently comply with the requirement of the MS ISO/IEC 17020:2012.**
- ZIS resources including Personnel, Equipment, and Method of Testing are competent and are able to generate valid results.**
- ZIS plans and implements actions to address risks and opportunities.**
- ZIS monitors, reviews, and continuously improves the effectiveness of the ZIS Laboratory Quality Management System.**

Signed,

DIRECTOR
Zone Inspection & Services Sdn Bhd

Mohd Rosli Hami bin Zakaria
Managing Director
ZONE Inspection & Services Sdn Bhd (ZIS)
01/07/2023