

Appendix C: Management System Policy

At AXC, we are unequivocally committed to establishing, implementing, maintaining, and continually improving a robust management system that complies with the requirements of ISO/IEC 17021-1:2015, "Conformity assessment — Requirements for bodies providing audit and certification of management systems," and all other applicable standards, regulatory requirements, and accreditation criteria.

This policy reflects our dedication to providing high-quality, impartial, and competent management system certification services that inspire confidence in the market and add value to our clients.

Our Management System is built upon the following core principles:

- **Impartiality:** We are committed to conducting all certification activities objectively, free from any form of bias, and without undue influence. We systematically identify, analyze, and manage all potential threats to impartiality.
- **Competence:** We ensure that all personnel involved in certification activities possess the necessary knowledge, skills, and personal attributes to perform their tasks effectively and competently for the specific management system standards and industry sectors (IAF/NACE codes) within our scope.
- **Consistency:** We strive for consistency in our audit and certification processes, ensuring that similar situations are handled in a comparable manner, leading to reliable and reproducible outcomes.
- **Confidentiality:** We maintain strict confidentiality of all proprietary and sensitive information obtained or created during our certification activities, safeguarding client data and intellectual property.
- **Client Focus:** We are committed to understanding and meeting the needs and expectations of our clients and other interested parties, providing clear communication and effective resolution of any concerns.
- **Compliance:** We adhere to all applicable statutory, regulatory, and contractual requirements relevant to our certification activities.
- **Risk-Based Thinking:** We systematically identify and address risks and opportunities that could affect the conformity of our services and the effectiveness of our management system, including threats to impartiality.
- **Continual Improvement:** We are dedicated to continually improving the suitability, adequacy, and effectiveness of our management system and the services we provide, learning from experience and adapting to changing environments.

Top management of AXC holds ultimate responsibility for the implementation and effectiveness of this Management System Policy and the overall management system. All personnel are responsible for understanding and adhering to the policies and procedures established within our management system. Adequate resources will be provided to ensure the effective operation and continual improvement of the system.



MOHD NOR HASSAN BIN KAMAL
DIRECTOR
01.08.2025