



ICM INTERNATIONAL MANAGEMENT SDN BHD

Quality, Impartiality, and Confidentiality Policies

At ICM International Management, we are committed to delivering certification services that are in accordance with and ISO/IEC 17024 requirements:

Quality Policy

ICM International Management is committed to:

- Delivering impartial, consistent, and high-quality certification services that meet or exceed ISO requirements.
- Continuously improving our management system through monitoring, measurement, analysis, and corrective/preventive actions.
- Ensuring all certification decisions are evidence-based, transparent, and free from undue influence.
- Maintaining credibility and trust with all interested parties.

Impartiality Policy

- All certification activities shall be free from bias, conflict of interest, or undue influence from commercial, financial, or other pressures.
- A documented Impartiality Risk Assessment shall be maintained and reviewed at least annually.
- All staff, assessors, and committee members shall sign an Impartiality and Conflict of Interest Declaration prior to engagement in certification activities.
- The Impartiality Committee shall oversee the safeguarding of impartiality across all operations.

Confidentiality Policy

- All personnel are bound by a signed Confidentiality Agreement.
- Information relating to clients shall not be disclosed to third parties without written consent, unless required by law or accreditation obligations.
- Access to confidential information shall be restricted to authorized personnel only.
- Confidential data shall be stored securely in both physical and digital formats, with access logs maintained.

Approved by: 

Kelly Ong, Chief Executive Officer

Date: 8 August 2025