



PT MUTUAGUNG LESTARI POLICY

On behalf of PT. Mutuagung Lestari, all associated personnel declare that in the pursuance of contract duties with PT. Mutuagung Lestari (MUTU Certification International), shall uphold the principles to inspire confidence in the certification process by impartiality, competence, responsibility, openness, confidentiality, Factual Approach to decision making and responsiveness to complaint.

As a Testing - Inspection -Certification -body, PT. Mutuagung Lestari (MUTU Certification International) makes no distinction between its customers. In any case of financial ability, nationality, group or other conditions PT. Mutuagung Lestari (MUTU Certification International) conducts its activities based on independency and objectivity.

IMPARTIALITY

In order to maintain impartiality and the perception of impartiality PT. Mutuagung Lestari will base its decisions on objective evidence of conformity and nonconformity and not allow those decisions to be influenced by other parties. PT. Mutuagung Lestari (MUTU Certification International) declare any threats to its impartiality that may include:

- Self-interest threats, (which means will not act on my own behalf for my own purposes or for financial gain)
- Self-review threats, (which mean that will not audit/review companies that have assisted with consultancy or internal audits within the past 2 years, for ISPO and RSPO 3 years).
- Familiarity or trust threats, (which means that will not allow familiarity of the auditor, client or its company to allow to accept findings without objective evidence).
- Intimidation threats, (which means that if coerced either openly or secretly by a person or body).

PT. Mutuagung Lestari do not offer consultancy, internal audit to its certified clients, and not certified another certification body for its quality management system, as this poses an unacceptable threat to the impartiality.

COMPETENCE

PT. Mutuagung Lestari will maintain competence, which is the capacity to demonstrate ability to apply required knowledge and skills, by practice and continuous professional development for the type and range of auditing processes or other certification work.

OPENNESS

PT. Mutuagung Lestari will disclose information requested to ensure the openness and transparency required for maintaining the integrity and credibility of the certification process.

RESPONSIBILITY

PT. Mutuagung Lestari will provide, administer, generate and/or assess objective evidence of conformity and nonconformity to allow certification decisions to be based upon accurate audit findings, conclusions and recommendations.

FACTUAL APPROACH TO DECISION MAKING

PT. Mutuagung Lestari will provide the validation or verification statement is based on evidence collected through an objective validation or verification of the responsible party's GHG assertion.

CONFIDENTIALITY

PT. Mutuagung Lestari will keep all company and client information created or obtained during the certification activities and will not disclose any such information to a third party, except where required by law or with written consent. All information that is not made publicly available will be considered as confidential. Information about the client from sources other than the client (e.g. complainant, regulators) will be treated as confidential, which is consistent with the certification body's policy. PT. Mutuagung Lestari understand that this is a legally enforceable agreement to safeguard the confidentiality of the Information

RESPONSIVENESS TO COMPLAINT

PT. Mutuagung Lestari (MUTU Certification International) declare that PT. Mutuagung Lestari will be open to investigation of complaints and, if these are found to be valid, will allow these complaints to be appropriately addressed and will assist in the resolution. PT. Mutuagung Lestari accept that effective responsiveness to complaints is an important means of protection for the certification body, its clients and other users of certification against errors, omissions or unreasonable behavior.

ANTI-BRIBERY POLICY

PT. Mutuagung Lestari recognizes that it has a legal responsibility to prevent and discourage bribery because its clients and other parties rely on its honesty and impartiality as a Certification Body. All personnel of PT. Mutuagung Lestari has understood and follow anti-bribery policy which PT. Mutuagung Lestari established.

FINANCIAL SUPPORT

PT. Mutuagung Lestari obtains financial support from operation activity derived from Testing, Inspection and certification with client number of more than 2000 client . Every years, third party will audit the financial report

Depok, January 2018

Director
PT Mutuagung Lestari