



MALAYSIAN SOFTWARE TESTING BOARD IMPARTIALITY POLICY

MALAYSIAN SOFTWARE TESTING BOARD (MSTB) fully understands the importance of impartiality in carrying out its product certification activities. Our structure, policies and procedures are designed to manage any conflict of interest and to ensure the objectivity of our management system and product certification activities.

MSTB is controlled by the Board of Director (BOD), which has appointed an Impartiality Committee responsible for ensuring MSTB remains impartial and consistently objective. This Impartiality Committee includes representation from significant stakeholders but is structured in such a way that no single interest predominates. This Committee has the right to take independent action if MSTB's top management do not respect its advice.

Any complaints, appeals and feedback regarding the product certification process can be addressed to MSTB's top management. The Impartiality Committee will review these complaints, appeals and feedback and take appropriate action in order to ensure impartiality.

Approved 14/02/18