

Quality Policy

CLIMENSYS is committed to undertake and execute business while ensuring that it renders the quality services to its customers and keeping the following principles embedded into its management system:

- ❖ **Impartiality:** Maintaining impartiality at individual and organizational level
- ❖ **Competence:** Employing competent personnels while undertaking and executing the assignments
- ❖ **Professionalism:** Ensuring high level of professionalism and taking due care of the trust placed by clients and intended users
- ❖ **Fair presentation:** Being factual and objective in assessments
- ❖ **Confidentiality:** Keeping the information received from client confidential unless otherwise required by the law/standards and keeping client informed suitably
- ❖ **Continual improvement:** Keeping the QMS up-to-date

The top management commits to ensure that the requirement of applicable CDM standard(s) is to be maintained and continually improved. It is responsibility of each personnel to ensure that quality policy is implemented as intended and top management commits to ensure compliance. The management has formulated the following quality objectives and ensures routine monitoring, measurements, and achievements of set objectives:

- ❖ Zero breach and tolerance for impartiality and confidentiality
- ❖ No request for review or rejection of CDM assignments
- ❖ Regular and timely training to the personnel to ensure competence and its continual improvement
- ❖ Zero complaint or no unresolved complaint from the client and stakeholders
- ❖ Regular and timely update of its management system to reflect the contractual, regulatory, or applicable CDM related requirements.