

Introduction

- MAS Quality Certification (MAS) recognizes the importance of effective information and communication practices in delivering our certification services for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018. This policy aims to provide guidelines to ensure that information and communication related to these services comply with ISO/IEC 17021-1:2015.

Objective

- The objective of this policy is to outline the principles and procedures that govern how MAS manages, disseminates, and communicates information in a manner that is transparent, accurate, and complies with confidentiality and impartiality requirements.

Policy Statements

Top Management Commitment

- MAS's Top Management fully endorses this policy and is committed to its successful implementation.

Scope

- This policy covers all types of information and communication, including but not limited to:
 - Audit reports
 - Certification decisions
 - Customer queries
 - Regulatory notifications
 - Website and promotional materials

Transparency and Accessibility

- Information regarding the certification process, criteria, and associated fees shall be made publicly accessible.
- MAS shall clearly state the scope and limitations of each certificate issued.

Accuracy and Clarity

- All information, whether internal or external, shall be accurate, clear, and consistent.
- Updates and revisions to information will be promptly communicated to all concerned parties.

Impartiality and Confidentiality

- All information shall be communicated in an impartial manner as outlined in MAS's Impartiality Policy.
- Information deemed confidential shall be handled in accordance with MAS's Confidentiality Policy.

Communication Channels

- MAS will use appropriate channels for communication, such as emails, official documents, website updates, and meetings, to ensure that information reaches its intended audience effectively.

Feedback Mechanism

- MAS shall have a system for receiving and addressing feedback, complaints, and appeals related to its information and communication practices.

Record-Keeping

- Records of all relevant communication shall be maintained in accordance with MAS's Retention of Client Records Policy.

Monitoring and Review

- The effectiveness of the Information and Communication Policy will be periodically reviewed for continuous improvement and to ensure compliance with ISO/IEC 17021-1:2015.

Responsibility and Authority

- The Communications Manager, overseen by Top Management, is responsible for the implementation, monitoring, and maintenance of this policy.

Policy Review

- This policy will be reviewed annually or whenever necessary, to ensure it remains effective and aligned with the requirements of ISO/IEC 17021-1:2015.

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Authorized By: Ms. Mervat Ali , CEO



By adopting this Information and Communication Policy, MAS commits to transparent, accurate, and responsible management of information, reinforcing its reputation as a trusted certification body for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018.
