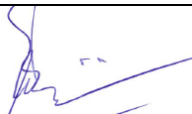


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DOCUMENT AUTHORIZATION & REVISION HISTORY

Revision No.	Description of Change	Date of Release	Prepared By	Approved By
00	Initial Document	01/03/2024		
01	Change company name to UGG Certification Sdn Bhd	01/04/2025		

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1 OBJECTIVE

- 1.1 To create understanding of the QMS and to ensure that employees are aware of the purpose of implementing the Company's QMS. To communicate information to internal employees regarding the company's QMS.
- 1.2 This procedure is to ensure company employees communicate information effectively to external interested parties according to the company's policy and objectives and SOPs. The correct information needs to be disseminated to the relevant external stakeholders by the authorized representative as stated in this procedure.

2 SCOPE

- 2.1 This procedure applies to communication related to the internal and external communication.
- 2.2 This procedure applies to communication with external parties related to the company MS such as clients, accreditation body (DSM), regulatory bodies, communities, suppliers, external employees (e.g. auditors, technical experts, external MSPO peer reviewers), neighboring communities and other external stakeholders.

3 RESPONSIBILITY

- 3.1 General Manager (GM)
- 3.2 Operations Manager (OM)
- 3.3 Operation Executive (EO)

4 REFERENCE

- 4.1 ISO 17021-1:2015- Conformity assessment- Requirements for bodies providing audit and certification of management systems
- 4.2 ISO17065:2012 - Conformity assessment- Requirements for bodies certifying products, processes and services
- 4.3 MSPO Certification Scheme Document- Date: 5 January 2023

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5 PROCEDURE

5.1 Internal Communication

- 5.1.1 The content for internal communication with employees includes communicating the MS Policy, Risks and Opportunities, confidentiality, MS KPIs, MS legal requirements, MS Procedures, training programs and other related information.
- 5.1.2 The MS Feedback Form shall be used as a mechanism for employees to provide information or feedback or complaints to the GM and/or OM.
- 5.1.3 The company notice board is used to update certification related activities, organization roles and other progress changes in the QMS.
- 5.1.4 Internal communications that are received by the GM/OM shall be evaluated and responses are communicated in a timely manner to the relevant stakeholders. Suggestions for improvement shall be updated in the QMS Manual or documented information.
- 5.1.4 The GM & OM develops promotion and training materials for use in OJT and awareness classes. These materials can include exercises, group projects program and computer-based training.

5.2 External Communicatio

- 5.2.1 The GM shall prepare a listing of all identified stakeholders and ensure that this documented information is updated by the Operation Executive (OE)
- 5.2.3 The GM, assisted by the Operation Executive shall ensure that documented information such as Quality Policy, Terms of Service and other relevant information shall be conveyed periodically to external stakeholders as part of requirements to comply with accreditation, legal compliance and company policy and objectives.
- 5.2.4 External communications that are received by the GM shall be evaluated and responses are communicated in a timely manner to the relevant stakeholders.
- 5.2.5 The OM maintains an effective consultation and communication program with interested parties such as clients/customers, employees, regulatory agencies such as DSM and other relevant stakeholders.
- 5.2.6 The OM answers enquiries from the customers or external media. Enquiries are answered in a timely manner.
- 5.2.7 Information requests are filed for future reference purposes except for confidential information, as well as information protected by attorney/client privilege, the OM provides information upon request to interested parties (stakeholders).
- 5.2.8 The OM shall establish the website for UGGSB (<https://unitedgolbalgreen.com/>).
- 5.2.9 The website shall contain relevant information about UGGSB certification activities, including geographical area of operations.
- 5.2.10 The website shall contain contact information, email, office address, and other relevant details.
- 5.2.11 The OM shall be responsible to maintain and improve the website.
- 5.2.12 UGG shall give its certified clients due notice of any changes to its requirements for certification. UGG shall

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verify that each certified client complies with the new requirements and the communication will be by email.

- 5.2.13 UGG shall have legally enforceable arrangements to ensure that the certified client informs UGG, without delay, of matters that may affect the capability of the management system to continue to fulfill the requirements of the standard used for certification by written notification through email.

Reference Record:

NIL