	BHUTAN STANDARDS BUREAU MANAGEMENT SYSTEMS CERTIFICATION SCHEME	MANAGEMENT SYSTEM PROCEDURES
DOC: BSB MSCS-P 8.1-01	ISSUE: 02	31 July 2017

PROCEDURE FOR DISCLOSURE OF PUBLICLY AVAILABLE INFORMATION

1. PURPOSE

To ensure impartiality and transparency in MSCS operation, information is made available to the public by publicly available documents, records, brochures or through electronic media.

2. SCOPE

This covers information related to MSCS certification processes (granting, maintaining, extending, renewing, reducing, suspending, or withdrawing of certificate).

3. DEFINITIONS

3.1 Publications: Description of certification process, Complaints and Appeals handling processes, Quality/Food Safety Management System Supplements generated internally or generated by external Organizations and adopted by MSCS, Changes in the MSCS Certification Scheme, fees, and Standards

3.2. Publicly accessible information: information (publication) made both publicly accessible and upon request.

3.3 Impartiality - It is an actual and perceived presence of objectivity. Objectivity means that conflicts of interest do not exist or are resolved so as not to adversely influence subsequent activities of the certification body.

4. RESPONSIBILITIES

Director General: responsible for ensuring impartiality in MSCS operation.


Head, MSCS: make information publicly available.

5 PROCEDURE

5.1 BSB MSCS maintains a balance between confidentiality and disclosure of information related to fulfillment of certification requirements that affects stakeholders' trust and their perception of value in the audit and certification activity being performed.

5.2 Legal requirements that provide the basis for what, how and to whom, information associated with certification activities should be disclosed. The contents of this procedure and the application of any elements are subject to the provisions of legal requirements.

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5.3 The principles of disclosure of information- MSCS follow basic principles of disclosure of information in its activities:

5.3.1 Openness:

MSCS discloses information about its certification activities to any user. Subject to relevant legal requirements, the current status of certification for any management system that MSCS has made an assessment of, may be publicly disclosed with the permission of the Client/customer, or in response to a query about the authenticity of a claim by a client.

MSCS provides access or disclosure to specific interested parties of non-confidential and non-proprietary information about the certification it has made for specific systems, in order to gain or maintain confidence in its certification activities.

5.3.2 Access to information:

Any information held by BSB-MSCS relating to a Management system audit of a client should, upon request, be made accessible to the person or organization which contracted BSB-MSCS to undertake the audit or certification activity.

5.3.3 Challenging confidentiality and disclosure of information:

An individual or organization should be able to submit a challenge to BSB-MSCS concerning that MSCS's conformity with requirements related to confidentiality and disclosure of information.

5.4 Process of placing information in public domain


5.4.1 **BSB MSCS management** has identified and defined information that is made public and those to be kept confidential and HSC provides accurate (not misleading) information to any client or stakeholder or to the marketplace advertisement on request by any party or individual.

5.4.2 **BSB MSCS** informs client(s) in advance of information that it intends to place in the public domain and ensures that information obtained or created during the performance of audits or certification activities at all levels is kept confidential.

5.4.3 **BSB MSCS** has process in place for placing information in public domain for bringing transparency in MSCS operation and personnel engaged in certification activities accountable.


5.4.4 BSB has a well designed website for placing information in the public domain or proving link of getting information on the BSB MSCS certification processes.

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5.4.5 The important elements of making the information available are given below:

Sl No.	Types of publicly accessible information	Relevant Aspect
1.	Legal requirements	
1.1	The Bhutan Standards Act 2010	BSB
2.	Printed brochure on MSCS	
2.1	Application for certification	Procedure for application
2.2	Audit Process	Auditing and evaluation of systems
2.3	Certification Process	Granting, maintaining, extending, renewing, reducing, suspending or withdrawing certification, and about the certification activities, types of management systems and geographical areas in which it operates.
2.4	Fee structure	Application, auditing, & certification
2.5	Appeals and complaint	How to make appeal and complaints
2.6	Certification documents	Decision making process, contents in the certificates etc.
3	Directory of certified clients	Name & Address, ISO standard, scope location of client(MSCS-F9.2-15)
4	Reference to certification and use of mark	Guidelines on the use of mark, misuse of mark, restriction on use of mark, when not use mark
5	Confidentiality of information	<ul style="list-style-type: none"> • MSCS informs its client in advance of the information it intends to put in the public domain • Company information accessed during operation be kept confidential by all concerned in MSCS • All files and documents are kept in lockable cabinets and keys are kept with responsible persons
6	Information exchange between a certification body and its clients	
6.1	Information on the certification activity and requirements	Provides and updates clients on certification process, fee structure, the rights and duties of certified clients and handling complaints and appeals
6.2	Notice of changes by MSCS	Due notice for any changes Ensure compliance to changes conveyed
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6.3	Notice of changes by clients	Legally enforceable agreement for information to MSCS on legal, organizational, administrative, address & site, scope and management system and process changes
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6. REFERENCES

ISO/PAS 17004 Conformity assessment - Disclosure of information: Principles and requirements