



Public Statement of Impartiality

The Board of Directors of ISO Certification Services (Pty) Ltd makes the following public statement on ISO Certification Services understanding of the concept of *Impartiality* and the importance thereof when managing *conflicts of interest* and to ensure *objectivity* when carrying out our Verification Activities. *Impartiality* is the actual and perceived presence of *objectivity*. *Objectivity* means that *conflicts of interest* do not exist or are resolved so as not to adversely influence the activities of ISO Certification Services.

Synonyms that are useful in conveying the element of *impartiality* are: *objectivity, independence, and freedom from conflicts of interest, freedom from bias, and lack of prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment and balance.*

Being impartial, and being perceived to be impartial, is necessary for ISO Certification Services to be able to deliver a credible Verification Service that provides confidence to our clients, the public and all other entities in the country.

It is recognised that the main source of revenue for ISO Certification Services is that of our Client is paying for our services and that this is a potential threat to impartiality. Our fee structure will be based upon the degree of responsibility and skill involved and the time necessarily occupied on the work, plus the reimbursement of outlays. We will contract our fees in advance with our clients and will not allow the fact that the payment of fees by clients to become a threat to impartiality.

In order to obtain and maintain confidence, ISO Certification Services will, at all times, be able to demonstrate that our decisions are based on objective evidence and that our decisions have not been improperly influenced by other interests or by other parties.

Threats to impartiality include:

1. Self-interest threats – threats that arise from a person or enterprise acting in their own interest, for example financial self-interest. ISOCS will not audit any business where any staff members or their immediate family; or any entity under the organizational control of the certification body; have a shareholding or executive decision-making ability.

2. Self-review threats – threats that arise from a person or enterprise reviewing the work done by themselves, for example evaluating the ISO compliance of a Client for whom ISO Certification Services may have provided consultancy or a staff member or director reviewing his own work in an appeal or complaint procedure; To mitigate this, ISOCS will not provide ISO consulting to clients or engage the services of any person/s who has provided consultancy to the client in the past two (2) years. Our appeals and complaints committee will comprise auditors and/or individuals that were not part of the original certification to ensure self-review threats do not occur.
 3. Familiarity (or trust) threats – threats that arise from a person or body being too familiar with or trusting towards another person instead of seeking and evaluating objective evidence on which to base the verification conclusion or decision. To mitigate this, the lead auditor is always different from the person tasked with the certification decision
 4. Intimidation threats – threats that arise from a person or enterprise having a perception or experience of being coerced openly or secretly. Such as a threat to be replaced or reported to a supervisor if he does not do what the person who is coercing him/her wants. To mitigate this, the intimidation threat must be reported to ISOCS management immediately. ISOCS shall advise the client of the intimidation threat and ensure this matter is dealt with by the client and the outcome/s reported to ISOCS. Furthermore, ISOCS will reinforce to the client that should the intimidation threat perpetuate, ISOCS will withdraw from the certification and report the client to SANAS and ISOCS may also seek legal recourse.
- These threats are also known as undue pressures as they may impact on the correct application of the procedures as set out in this manual and may therefore affect Impartiality and may also be the cause of a material misstatement which may cause an incorrect certificate to be issued;
 - Internal audits – ISOCS will not provide certification services on any management system for which it has carried out an internal audit for a minimum of 2 years after such internal audit. This is also applicable to any client where the consultancy has a relationship with ISOCS.
 - ISOCS activities shall not be marketed or offered as linked with the activities of an organization that provides management system consultancy. ISOCS shall take action to correct inappropriate links or statements by any consultancy organization stating or implying that certification would be simpler, easier, faster or less expensive if ISOCS were used. ISOCS shall not state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used.

- A technical expert who has provided management system consultancy shall not be used by ISOCS to take part in an audit or other certification activities if they have been involved in management system consultancy towards the client, for a minimum of two years following the end of the consultancy.
- Residual Risk – Furthermore, after taking the above measures into consideration and ensuring impartiality, should further risk to impartiality be prevalent, ISOCS shall withdraw from the certification.
- If any relationship creates a threat to impartiality, ISO Certification Services shall document these threats and send to the Impartiality Committee to analyse these relationships preventing conflict of interest and to eliminate or minimise these threats by taking action and give recommendations back to top management. All potential sources of conflict of interests that are identified, whether they arise from within ISO Certification Services or from the activities of other persons including external auditors or contractors or organisations will be analysed and recommendations from the Impartiality Committee will be addressed and actions taken to prevent any form of conflict of interest.

The above Statement is made by ISO Certification Services (Pty) Ltd in the interest of transparency and so that all our clients may be aware of our intentions.

Signed on behalf of the Board of Directors of ISO Certification Services (Pty) Ltd and duly authorized thereto

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Director
ISO Certification Services (Pty) Ltd