



POLICY FOR IMPARTIALITY

Sancert top management and staff are committed to ensuring continuous impartiality is upheld during all aspects of the certification process. Sancert consider impartiality an important part of the certification process to ensure confidence in Sancert by external and internal interested parties. To ensure this, the following has been identified as important for impartiality to be maintained: -

- Sancert will not certify any Sancert wholly owned subsidiaries.
- Sancert will not certify another certification body.
- Sancert will not offer management system consultancy to any Sancert clients or prospective clients.
- Sancert will not perform any Internal Audit on Sancert clients or certify a client that has had an internal audit performed by Sancert.
- Sancert will not certify a client that it has consulted to.
- Sancert will not outsource to consultancy firms.
- Sancert will not market or link its certification services with any other product or service, nor in any way imply that using one service will benefit the other.
- Sancert will not use any auditor that has consulted to a client within two years.
- Sancert will take action to respond to any threats to its impartiality.
- Sancert will ensure all personnel act impartially and will ensure no other factors compromise impartiality.
- Sancert personnel have the responsibility to report any situation that could have an influence on impartiality.
- Sancert will not certify a management system that Sancert has consulted to, conducted internal audits for, or where the relationship between Sancert and the consultancy organization poses an unacceptable threat to the impartiality. A minimum of two years must elapse.
- A publicly accessible statement is available on Sancert's website www.sancert.global

All possibilities for conflict of interests arising from certification will be identified, analyzed and documented, and Sancert will demonstrate how it eliminates or minimizes the threat to impartiality. This information will be available to the team (see below) for safeguarding impartiality.

The Objective of Sancert is to ensure Sancert eliminate / control to the best of their abilities all areas where impartiality could be identified.

Threats to impartiality include but are not limited to: -

- *Self-interest threats* – Sancert will ensure no party or body involved is financially influenced or can personally gain from certification being provided.
- *Self-review Threats* – Sancert will ensure no auditor has been involved / consulted with the client to be audited within two years, and therefore eliminating the auditor reviewing work he/she implemented.
- *Familiarity Threats* – Sancert auditors have to review documented evidence for all areas audited, procedures, dates and notes need to be written on auditor's notes to verify that actual evidence has been seen.

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- *Intimidation Threats* – Sancert will ensure all auditors will not tolerate intimidation and have the right and protection of Sancert to report all intimidations received. The audit will be aborted if this is found to happen.

SANCERT EMPLOYEES:

- Sancert has a Code of Ethics which all employees have access to.
- Employees and top management will not have any ties or affiliation with any other organisation that Sancert has certified at any time.
- Procedures and Policies must be followed at all times.
- All Processes are reviewed, and the various teams assess the process followed.
- If it is found that a staff member has favoured a client in any way that is outside the company practice, a disciplinary hearing will be held to investigate and correct the situation.

SANCERT TEAM:

- The various teams have been set up in such a manner to ensure fair and impartial decisions are made. Voting in favour or against an issue is the right of a team member and no pressures will be exerted to change a vote.
- All team members are from various backgrounds and are professional in their own capacity.
- If at any time a team member has had dealings with a “CLIENT PACK” which is being assessed, he/she must make this known to the other members, who will consider whether to allow his/her vote.

SUB-CONTRACTORS TO SANCERT:

- Various control documents have been implemented to ensure impartiality when using sub-contractors.
- An Auditor’s Agreement allows for control of impartiality.
- Any work carried out by Auditors is reviewed by the team to ensure all processes have been followed.

Impartiality Team Members

- As per clause 5.2.3 of ISO/IEC 17021-1:2015 states “Is the consultation comprised of appropriate interested parties which are balanced with no single interest predominating” Sancert have discussed and appointed one person per sector to represent the Impartiality Team. Sancert will ensure that permanent staff members at any time do not make up the majority vote with regards to impartiality.
- New impartiality team as from 29th April 2024.
 - Mishkah Martin – Sancert
 - Joanne Stroebel – NPO
 - Anneline De Wit – Client and Parastatal.

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- The impartiality team will be updated on all risk changes on the impartiality risk register. The impartiality team will use the impartiality risk register to ensure all risk treatment and mitigation is effectively applied and continually adhered to.
- The risk register has been made available to all impartiality members.

Process to be followed:

The impartiality team will meet online three times a year, with meetings scheduled in advance. The Operations Manager will send out reminders prior to each session.

These meetings will be conducted via Microsoft Teams or Google Meet, depending on convenience, and should take no more than 30 minutes of your time.

The Operations Manager will update the required form and send it to the impartiality team members. During the online meeting, the Operations Manager will share her screen for collaborative completion of the form. Once finalized, the report will be submitted.

The meetings will take place during the months listed below, with an annual date and time to be confirmed.

March
June
September

Please note all risk assessments, policies, procedures and related documents can be found on the Sancert portal.

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