

Impartiality is one of the core values of SADCAS and the cornerstone of any accreditation service. SADCAS understands the importance of impartiality in carrying out its services and manages conflict of interest and any potential conflict of interest in order to safeguard objectivity and impartiality of accreditation services rendered. SADCAS adheres with the impartiality requirements as specified in ISO/IEC 17011:2017: Conformity assessment – Requirements for accreditation bodies accrediting conformity assessment bodies.

SADCAS is a non-profit limited company incorporated under the Botswana Companies Act Ch. 42:01 and is organized in such a manner as to ensure that impartiality requirements are met.

SADCAS offers accreditation services and training in accreditation associated matters. SADCAS does not provide consultancy services to any organization that it offers accreditation. SADCAS does not offer or provide any conformity assessment services that conformity assessment bodies perform.

SADCAS provides external training services in accreditation associated activities. In order not to compromise its impartiality and status in training service delivery, SADCAS offers generic training courses and does not give specific advice for the development of an organization's operations. Furthermore, the training courses delivered or facilitated by SADCAS are not a precondition of accreditation neither do they guarantee accreditation by SADCAS.

In general, SADCAS Committees shall have a balance of interest, be impartial and have no conflict of interest and shall be competent. SADCAS personnel and Committees shall declare all possible conflicts of interest. The SADCAS Board shall ensure that SADCAS company values are addressed in policies and procedures and upheld in operations and service delivery. Applicants and existing clients shall all be treated fairly and in an equitable manner.

In service delivery, SADCAS applies its policies and procedures in a non-discriminatory manner and its services are available to conformity assessment bodies (CABs) operating in those SADC Member States that do not have national accreditation bodies. Where services are offered to those countries outside SADCAS' operational boundaries SADCAS takes into account the ILAC/IAF cross frontier policies. Eligibility to SADCAS services does not depend on size, membership to association or groups and nature of the conformity assessment body (CAB) be it from the public sector or private sector.

SADCAS permanent staff, contracted assessors/technical experts are required to sign a contract with SADCAS that specifies their agreement to impartiality and non-conflict of interest in addition each assessor/expert, Board members, committee members and National Accreditation Focal Points (NAFPs) are required to declare any potential conflict of interest. Persons engaged in work for SADCAS are required to provide assurance that they are not under undesirable pressures of any kind (financial, commercial, personal etc.) that affect their judgment, quality or results of their work. Accreditation decisions are made by competent persons independent of the assessment. Any staff member who is found not to comply with policies and procedures shall be disciplined accordingly. Contract workers found not to uphold company values and contravene with policies and procedures in place to address these issues shall cease to work for SADCAS immediately. Staff and contract workers are encouraged to advise the Chief Executive Officer of any individual or client who approaches them financially or otherwise to operate in a manner that contravenes SADCAS policies and procedures.

SADCAS has interactions with other organizations within and outside the SADC region.

SADCAS evaluates potential risks to impartiality on an ongoing basis through internal audits, management reviews, external financial audits, annual customer satisfaction surveys. SADCAS also operates an impartial complaints and appeals procedure

which is open to all stakeholders. The SADCAS Board of Directors reviews the SADCAS risk profile which includes risk to impartiality and interactions with other organizations within and outside the SADC, annually and any residual risks to determine if it is within the level of acceptable risk.

The SADCAS Impartiality policy statement is publicly available on the SADCAS website www.sadcas.org

Signed:



**Eve Christine Gadzikwa
Chief Executive Officer**

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