



# RATINGS

## PUBLIC STATEMENT ON CONFIDENTIALITY, IMPARTIALITY AND CONFLICT OF INTEREST

The Directors of Inforcomm (Pty) Ltd makes the following public statement on Inforcomm's understanding of the following concepts 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 Inforcomm.

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

Being impartial, and being perceived to be impartial, is necessary for Inforcomm 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 Inforcomm is that of the client 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, Inforcomm 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:

- Self-interest threats – threats that arise from a person or enterprise acting in their own interest, for example financial self-interest.
- Self-review threats – threats that arise from a person or enterprise reviewing the work done by them. For example evaluating the B-BBEE compliance of a Client for whom Inforcomm may have provided consultancy, or a staff member or director reviewing his own work in an appeal or complaint procedure;
- 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;

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APPROVED BY:	A TLHOAELE	EFFECTIVE DATE	2024-01-01	DESCRIPTION:	PUBLIC STATEMENT ON CONFIDENTIALITY	
CONFIDENTIALITY						
<i>"Inforcomm reserves the right to issue the B-BBEE Certificate based on the verified evidence or to withdraw the certificate based on misstatement. The verification decision is subject to Inforcomm management system based on the Sanas R47-03 as amended from time to time."</i>						
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— 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.

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

The Protection of Personal Information (POPI) Act 4 of 2013 requires us to assure our clients on how we plan to use, disclose and destroy their information. We are committed to protecting the privacy of our clients and will ensure that the personal and company information is used in compliance with the POPI Act and applicable laws.

**Signed by Inforcomm (Pty) Ltd**

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**COMPLAINTS FORM**

Inforcomm undertakes to investigate all complaints about Inforcomm conducted verifications and make every effort to resolve the matter. The investigation is conducted in accordance with the confidentiality commitment made to the Agency’s Client and the identity of the complainant is also kept confidential.

Inforcomm will endeavour to conclude the investigation and provide you with the outcome, in writing, within 30 business days from receipt of your complaint plus supporting documentation.

**COMPLAINANT DETAILS**

Company Name: \_\_\_\_\_  
 \_\_\_\_\_

Responsible Person \_\_\_\_\_

First and Surname: \_\_\_\_\_  
 \_\_\_\_\_

Tel No: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Date \_\_\_\_\_

**PLEASE PROVIDE THE FOLLOWING INFORMATION TO ENABLE US TO INVESTIGATE YOUR COMPLAINT:**

Name of Company involved in the complaint:

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\_\_\_\_\_

\_\_\_\_\_

Inforcomm Certificate No. \_\_\_\_\_

Date of Certificate: \_\_\_\_\_

Reason for complaint: \_\_\_\_\_

\_\_\_\_\_

**Evidence on which complaint is based.**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

RETURN COMPLETED FORM TO: INFORCOMM (PTY) LTD

E-mail: [inforcomm@inforcomm.co.za](mailto:inforcomm@inforcomm.co.za)

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COMPLAINTS REGISTER

DATE	COMPANY NAME	RESPONSIBLE PERSON	REASON FOR COMPLAINT	PROCESS	COMPLETION DATE

COMPILED BY:	P MMUSI	REV DATE:	2023-11-30	DOC NO:	20A-RER	
APPROVED BY:	A TLHOAELE	EFFECTIVE DATE	2024-01-01	DESCRIPTION:	COMPLAINTS REGISTER	
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APPEALS REGISTER

DATE	COMPANY NAME	RESPONSIBLE PERSON	REASON FOR APPEAL	PROCESS	COMPLETION DATE

COMPILED BY:	P MMUSI	REV DATE:	2023-11-30	DOC NO:	19A-RER	
APPROVED BY:	A TLHOAELE	EFFECTIVE DATE	2024-01-01	DESCRIPTION:	APPEALS REGISTER	
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