



RATINGS

STANDARD STATEMENT ON CONFIDENTIALITY, IMPARTIALITY AND CONFLICT OF INTEREST

The CEO of Inforcomm (Pty) Ltd makes the following public statement on Inforcomm's 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 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 our 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;
- 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.

Signed by Inforcomm (Pty) Ltd

Compiled by:	PM	Review Date:	20210617	Doc. No.:	STT21STD Rev 1.1	Certificate Number	
Approved by:	AT	Effective Date	20211001	Pages	1-1	Description	Standard Statement

"Inforcomm reserve the right to issue the B-BBEE Certificate based on the submitted information or withdraw the certificate, the verification decision is subject to Inforcomm management system based on the Sanas R47-03 as amended from time to time."



RATINGS

Office: 012 480 4040
inforcomm@inforcomm.co.za

COMPLAINTS PROCEDURE 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 working days from receipt of your complaint plus supporting documentation.

COMPLAINANT DETAILS

Company Name: _____
Responsible Person – First and Surname: _____
Tel No: _____
E-mail address: _____
Postal Address: _____
Date _____

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

Name of Company involved in the complaint: _____
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

Compiled by:	PM	Review Date:	20210617	Doc. No.:	FOM21COS Rev 1.1	Certificate Number	
Approved by:	AT	Effective Date	20211001	Pages	1-1	Description	Complaints Procedure

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COMPLAINTS REGISTER

[illegible]

Compiled by:	PM	Review Date:	20210617	Doc. No.:	RER21COS Rev 1.1		Certificate Number	
Approved by:	AT	Effective Date	20211001	Pages	1-1	Description	Complaints Register	
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APPEALS REGISTER



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[illegible]

Compiled by:	PM	Review Date:	20210617	Doc. No.:	RER21APS Rev 1.1		Certificate Number	
Approved by:	AT	Effective Date	20211001	Pages	1-1	Description	Appeals Register	
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Approved by:	AT	Effective Date	20211001	Pages	1-1	Description	Appeals Register	
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