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SAZ CERTIFICATION SERVICES POLICY STATEMENT ON IMPARTIALITY

The Standards Association of Zimbabwe's Certification Services is involved in auditing and certification of management systems and products based on international, regional, local and other standards.

Being impartial and being perceived to be impartial, is necessary for SAZ Certification Services to deliver certification that provides confidence.

SAZ Certification Services:

- ✦ Provides service in an independent, open and impartial way to all clients. Prospective and current clients are treated equally. All clients have the responsibility to meet at least the minimum level of conformance to the relevant requirements for certification.
- ✦ Makes its certification decisions based on objective evidence of conformity or non-conformity obtained through an independent, competent audit/inspection/evaluation process in which decisions are not influenced by self-interest, self-review, familiarity, intimidation or other parties.
- ✦ Understands and prioritizes the issue of impartiality in carrying out its management systems and product certification activities, manages conflict of interest and ensures the objectivity of all its certification activities.

In order to safeguard the impartiality of the activities of Certification Services, an independent Impartiality Committee made up of representatives of a number of external organizations, with an interest in the activities of Certification Services has been set up. Terms of Reference have been established to guide the operation of the Impartiality Committee.

Signed on behalf of SAZ Certification Services

Mr C. Mukoyi

Acting Director General