



# Impartiality Policy Statement

IBRATSA applies the following guidelines to achieve impartiality:

1. Conformity assessment activities are conducted following the company's processes and procedures, ensuring fairness and non-discrimination.
2. All personnel involved in conformity assessments on behalf of IBRATSA must sign a legally enforceable Impartiality, Conflict of interest, Confidentiality and Non-disclosure Agreement.
3. Any personnel who provided consultancy or internal audit services to a client in the preceding two years are not contracted to conduct conformity assessments for that client.
4. IBRATSA offers generic training on ISO 9001 and ISO 13485 and does not tailor it to a specific organization, and such training does not guarantee certification from IBRATSA.
5. Only personnel deemed competent using the ISO/ IEC17021-3:2017 and our 'Procedure on Recruitment, Determining and Maintaining competence of Certification personnel' will conduct conformity assessments on behalf of IBRATSA.
6. IBRATSA has a 'Procedure on handling QMS incidents and Appeals' relating to impartiality if such arise from an audit conducted on behalf of our company.
7. When the actions of the clients threaten the impartiality of our conformity assessments, then certification services shall not be provided.
8. Decision on potential conflict of interest are undertaken by Top Management following an impartiality risk assessment.
9. Any personnel, permanent or contracted found to be in breach of the impartiality requirements as laid down in this policy are sanctioned.
10. IBRATSA shall not provide any other service to a certified client which would compromise our impartiality or give rise to conflict of interest.



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 Dr. Felistas Mashinya-Managing Director

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