



## Impartiality Statement

The following procedures have, therefore, been designed to prevent any conflict of interest:

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 NST. 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 NST Verification to be able to deliver a credible verification service that provides confidence to the public and all other entities in the country. It is recognized that the main source of revenue for NST is that of our client paying for our services and that this is a potential threat to impartiality. In order to obtain and maintain confidence, NST will, at all times, be able to demonstrate that its decisions are based on objective evidence and that its 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 themselves, for example evaluating the B-BBEE compliance of a client for whom NST may have provided consultancy or a staff member or director reviewing his or her 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/she does not do what the person who is coercing him/her wants;
- These threats are also known as “undue pressures” as they may impact on the correct application of the procedures set out in this manual and may, therefore, affect impartiality. They may also be the cause of a material misstatement, which may result in an incorrect B- BBEE Scorecard being issued.