1. Scope

1.1 This verification procedure covers all aspects related to the verification processes from input to output, which encompasses the comprehensive period from the time of request for verification to, personnel involved in verification activities and activities post-issuance of verification certificates.

2. Purpose

2.1 The purpose of this procedure is to ensure that the policy objectives set out in **EPS01** are achieved.

3. Responsibility and Authority

3.1 The Verifications Manager is responsible for implementing this procedure and for ensuring that the verification process is seamless all the while adhering to procedure and processes.

3.2 All staff, external analysts and experts are responsible for ensuring strict adherence to this procedure.

4 References

4.1 Policy Manual **EPS01**
4.2 Procedures **EP2 and EP3**
4.3 SANAS **R47 (as amended)**

5 Procedure

5.1 Pre-Verification Activities

5.1.1 All Measured Entities (MEs) must formally request to be verified using Application Form **EF1**. This provision also applies to MEs renewing the B-BBEE Certificates.

5.1.2 The Verifications Manager (VM) must review all Applications for Verification using Review Assessment Form **EF2.** After such review, the VM must communicate, within 5 working days, the acceptance or rejection (with reasons) of the request via email to the ME.

5.1.3 For accepted requests, and within 3 days of acceptance, the Verifications Administrator (Admin), must open a Verification File for the ME and provide them with a quotation using Rating Proposal **EF3,** which explains the verification process, justification for time taken, policy on impartiality, policy on confidentiality, the complaints and appeals process, the proposed verification team and their credentials as well as applicable verification fees.

5.1.4 All Members of the proposed Verification Team (VT) must sign a Prior Association Disclosure Form **EF4** to be annexed to **EF3** prior to participating in the verification exercise.

5.1.5 Upon receipt of a signed **EF3**, Admin will immediately issue an invoice for 50% of the applicable Verification Fees to the ME.

5.1.6 Upon receipt of proof of payment the VM shall immediately send Verification Agreement **EA1** and an Engagement Letter to the ME.

5.1.7 Once **EA1** is signed the VM shall, within 5 working days, have a pre-site visit meeting using **EF5** with the ME to discuss, *inter alia*, the verification process, checklist of required information, site visit dates, terms and conditions of certification and how to lodge a complaint or appealing the score.

5.1.8 The VM must maintain Meeting Register **EF6** for all meetings with MEs and any differences must be documented using **EF9** and resolved prior to site visit.

5.1.9 Following the pre-site visit meeting, the VM must provide the ME with a Verification Plan **EF7** (to be signed and returned immediately) and Document Register **EF8** (to be returned with documents needed for verification).

5.1.10 Where external Verification Analysts (VAs) or experts are appointed, **EF4**, Impartiality and Confidentiality Agreement **EA2** as well as other records detailed in **EP3** must be signed an maintained by the VM.

5.2 Verification Activities

5.2.1 ME verifications shall be conducted on-site by competent VAs in accordance with approved Verification Plans. Where verification must be performed remotely, then paragraph 5.2.1.1 must be followed. Deviations must be recorded accordingly and accepted by both parties through signing the General Deliberations Form **EF9**.

5.2.1.1 Where circumstances exist, such that it is not possible or feasible to conduct on-site verification, verifications may be conducted remotely, without compromising the integrity of the certification granted by Empoweryst.

5.2.1.2 A remote verification is defined as a verification using electronic means, i.e. the collection and short term availability of documented evidence electronically using 'Drop-Box' or similar technology, and the use of an electronic communications channel similar tp 'MS Teams'.

5.2.1.3 The following requirements must be in place in order to conduct an assessment remotely, as applicable:

a. Confirmation Form EF 35.
b. Signed affidavit confirming location (physical address)
c. Proof of address (not older than 3 months)
d. The ME is required to submit electronically (into 'Drop-box' or similar) the relevant documents as per EF 8 at-least 1 week prior to verification. Unless it is a special or Re-evaluation, in which case the applicable time will be determined on an individual case basis.

Additional requirements

a. Access to the Internet through a reliable connection, (E.g. Fibre)
b. Suitable video conferencing or communication software (e.g. MS Teams), which shall be used to record interviews with MEs.

5.2.1.4 All other verification techniques, processes and procedure shall apply as per norm. All verification documents are available to verification personnel electronically.

5.2.2 VAs must use the latest applicable scorecard as found on the Generic Codes of Good Practice (CoGP) or from the applicable Sector Codes as amended from time to time (based on the MEs nature of business).

5.2.3 The VM must indicate the applicable Codes using **EF5** so that both the VA and ME are aware and in agreement with the Codes to be used.

5.2.4 VAs must use the applicable scorecard on Scoring Sheet **EF10** to record the score for each indicator on every element of the scorecard.

5.2.5 To grant a score on a given indicator, VAs must utilise and reference traceable evidence in the form of a permanent noneditable record from the ME, a deliberation note on **EF9** and recorded responses captured on interview Form **EF11**. No score shall be granted where there is insufficient evidence to prove that a ME has made a contribution as per the requirements of the applicable Codes.

5.2.6 To ensure that they have sufficient evidence for scoring an indicator on the scorecard, VAs must use Evidence Guide **EF12** alongside **EF8**. Notwithstanding, based on their training VAs are permitted to request further or alternative corroborative evidence to support their scoring.

5.2.7 Once the verification is complete, the VA must prepare and submit a Verification Report **EF13,** within 5 workings days**,** to the VM for consideration and approval.

5.2.8 The **EF13** must be provided with all accompanying evidence, notes, deliberations, etc to the VM so that (s)he can perform a Vertical Assessment of the score using **EF14** to ensure that all the calculations are accurate. The VM shall use **EF9** to notate any pertinent issues that arise during vertical assessment.

5.2.9 Upon approval by the VM, the VA shall immediately provide the ME with an approved **EF13**. The approved **EF13** constitutes communication of the VMs verification decision.

5.2.10 Computer software validation to be conducted a month after a SANAS Assessment cycle.

5.2.11 Empoweryst website to be updated regularly.

5.3 Verification Decision

5.3.1 The VM is solely responsible for the verification decision.

5.3.2 Where the VM is conflicted and/or in a situation where there is an appeal of the score, then the Complaints, Appeals and Disputes (CAD) Committee shall be responsible and accountable for the final verification decisions.

5.3.3 The VM and/or the CAD Committee shall make a decision based on the procedure described in 5.2 above. Procedure **EP2** describes the process to be followed in case of a CAD.

5.3.4 Where the VAs score differs to that of the VM by more than 5 points, then **EF9** shall be prepared and submitted to the CAD committee for further consideration and recommendations.

5.3.5 Once a ME has signed the **EF13**, the VM or CAD Committee shall issue a Verification Certificate, within 2 working days, as per 5.4 below.

Notwithstanding the above, only a SANAS approved Technical Signatory may sign a B-BBEE Certificate.

5.4 Sampling

5.4.1 Multisite Samples

5.4.1.1 Where a ME has more than one site to be verified, then:

5.4.1.1.1 Non-probability quota sampling is used for multisite sampling. This methodology has the effect of considering all the sites in the sample based on their proportionate representation of the total population.

5.4.1.1.2 The VM shall record their geo-demographic sampling using **EF9.**

5.4.1.1.3 In this process the VM must, select appropriate sites to be included in the sample based on the MEs EEA2 and 4, latest Census report, latest CEE Report and any other factors considered relevant.

5.4.2 Elements of the Scorecard

5.4.2.1 Where it is not viable to interview all the subjects in a population group affecting the scoring, then:

5.4.2.1.1 A representative sample must be interviewed and/or collected.

5.4.2.1.2 A probability sampling technique i.e. Random Stratified Sampling shall be used to select the total sample used. This method ensures that each member of the population has an equal chance of being sampled and is considered to produce the best reliability outcomes.

5.4.2.1.3 Stratification for Ownership shall be based on percentage owned and divided into quantiles.

5.4.2.1.4 Stratification for Management shall be based on managerial levels.

5.4.2.1.5 Stratification for other elements shall be based on rand values and divided into quantiles.

5.4.2.1.6 The sample size is statistically determined using any recognised **Sample Size Calculator** to obtain a 99% confidence level at a 0,5 probability of error.

5.4.2.1.7 The VM shall record their sample determination using **EF9.**

5.5 Special Evaluations and Re-evaluations

5.5.1 Special Evaluations (SEs) and Re-evaluations (REs) may be provided under the following circumstances:

5.5.1.1 Instruction by the minister of Trade and Industry or other relevant authority (where the score is questioned by the DTI and/or market).

5.5.1.2 Upon discovery of misrepresented information by ME.

5.5.1.3 If there are significant changes in the Ownership, Management or Structure of the measured entity.

5.5.1.4 Upon request by the ME.

5.5.2 All SEs and REs have to be performed in accordance with the existing Empoweryst Policies and Procedure.

5.5.3 The VM must assume the role and duties of VA for SEs/REs and the CAD Committee will be responsible for the duties of the VM. Where experts or external analysts are used, normal procedures shall apply.

5.5.4 The CAD Committee must use SE/RE Agreement **EA3** as opposed to **EA1**. This agreement covers for the normal procedures to be followed in a shorter period of time and for the adjustment of sample sizes.

5.5.5 The VM must obtain an expedited accountability line and communicate directly with the highest officer of the ME.

5.5.6 SEs and REs must be carried out within 14 days from signature of **EA3** barring any unforeseeable delays emanating from the ME or *Force Majure*.

5.5.7 The VM must obtain copies of prior verification reports and other relevant documents pertaining relevant to the request for SEs/REs.

5.6 Verification Certificates

5.6.1 Verification Certificates must be issued in accordance with the process described in 5.3 above.

5.6.2 Valid Verification Certificates are authorised, signed and issued by the authorised Technical Signatory/VM. The issue date of which shall be the date on which the ME accepts the **EF13** by way of signature.

5.6.3 Verification Certificates are issued using the authorised Template.

5.6.4 The Verification Certificate shall identify:

a. The name and identifiable physical location(s) of the measured entity
b. The registration and V A T number of the measured entity
c. The dates of granting of the B-BBEE score the period of validity (initial issue date and revision date if applicable)
d. The expiry date of the Verification Certificate
e. A unique identification number including revision number if applicable,
f. The standard and/or normative document, including the issue and/or revision used to evaluate the client (amended codes / specialised or respective sector codes)
g. The name and /or mark/logo of the B-BBEE Rating Agency
h. The scorecard against which the measured entity has been verified (Generic / QSE)
i. The Broad-Based BEE status level
j. The SANAS Accreditation Symbol on the Verification Certificate
k. The B-BBEE procurement recognition level.
l. Score per element including total

m. Black ownership percentage
n. Black Female ownership percentage
o. Black designated group percentage
p. Black Youth percentage
q. Black Disabled percentage
r. Black Unemployed percentage
s. Black People living in Rural areas percentage
t. Black Military Veterans percentage
u. Modified flow has been applied
v. Exclusion principle used
w. Financial Year end used
x. Discounting principle used
y. Empowering Supplier
z. Name and signature of technical signatory
aa. Amendments to certificate to be clearly documented.
bb. Consolidated certificate to state as such and refers to attachment of the Measured Entities that are consolidated with registration and vat numbers
cc. In terms of the reflection of the level and points on the B-BBEE Verification Certificate, the following is applicable

- Participated in Y.E.S Initiative
- Achieve Y.E.S Target and 2.5% Absorption
- Achieve 1.5 x Y.E.S Target and 5% Absorption
- Achieve Double Y.E.S Target and 5% Absorption

5.6.5 The VM and/or the CAD committee retains all the rights for the granting of, withdrawal and/or amendments, as the case may be, to the Verification Certificates.

5.6.6 Amendments will result in the issuance of a new certificate in accordance with procedure **EP3** and withdrawals will result in the invalidation of such Verification Certificates.

5.6.7 The VM is responsible for advising the CAD Committee, other Verification Agencies as well as relevant authorities of any withdrawal of certificates.

5.7 Post-Verification Activities

5.7.1 The VM shall use Quality Assurance Form **EF15** to perform a spot Internal Audit (in conjunction with Procedure **EP2**) so as to ensure that all procedures are followed correctly leading up to the issuance of Verification Certificates.

5.7.2 Administration and/or Sales Personnel shall use Feedback Form **EF16** to attain feedback from the MEs in order to generate feedback aimed at improving customer experiences.

5.7.3 The VM shall ensure that File Control Form **EF17** is signed to mark completion of the Verification Process and that records are scanned and stored electronically as per procedure **EP3**. Access to ME records after the verification process has been completed must be granted in accordance with **EP3**.

5.8 Verification Personnel

5.8.1 Verification Personnel shall mean Administrators, Sales Consultants, Analysts, Verification Managers, Technical Signatories, External Analysts, Experts and Committee Members.

5.8.2 Verification Personnel must be declared competent prior to being allowed to perform any verification activities. Personnel are declared competent by the CEO/VM using Competence Declaration Form **EF18**.

5.8.3 Verification Personnel are recruited by the group Human Resource/Operations Manager from within the industry or through a list of established recruitment agencies who are members of their industry body. The VM manager is responsible for their selection based on interview scores, background check results and appropriateness of qualifications/experience.

5.8.4 The VM must ensure that personnel are trained and assessed on the latest Empoweryst management system as well as the Generic CoGP, Practice Notes, Verification Manual and/or Applicable Sector Codes. Training records that must be maintained including all attendance registers, training materials, assessment results, case studies and awarded certificates/qualifications (where applicable).

5.8.5 After successful theoretical assessment, personnel are required to witness a competent person performing an activity at-least three (3) times. Thereafter, personnel may advance to being witnessed.

5.8.6 The VM/CEO shall witness personnel using Witnessing Form **EF19**. All personnel must be witness annually (VM must be witnessed by an external B-BBEE Expert who has experience as a VM).

5.8.7 Personnel must be witnessed correctly performing an activity at-least three (3) times prior to being deemed competent.

5.8.8 The CEO/VM may only declare personnel competent after they have been witnessed performing activities for which they are to be deemed competent.

5.8.9 Verification Analysts are also required to possess a junior Commerce Degree or Diploma as an educational requirement.

5.8.10 Senior Verification Analysts (SVAs) need to meet the criteria above as well as have five (5) years working experience or have completed at-least fifty (50) generic verifications to be considered as such.

5.8.11 Over and above the requirements for SVAs, VMs are required to have a post-graduate qualification, complete the Management Development Programme (MDP) and be deemed competent on all Sector Codes.

5.8.12 The CE/VM is responsible for assessing the competence of External Analysts and Experts through a written assessment. Notwithstanding the above, External Analysts and Experts must still provide their education and competence records as delineated on **EP3**.

5.8.13 All Verification Personnel must sign **EA2,** Contracts of Employment, declare any Prior Associations with the MEs using **EF4** and a record of their Personal Interests using **EF20**.

Amendments to the Procedure

Amended by:	Amendment made:	Date of Amendment:
T Phakathi	Added 5.8.3	27 November 2023
T Phakathi	Added 5.2.10	20 May 2026
T Phakathi	Added 5.2.11	20 May 2026