



ENAO Code of Conduct and Ethics

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1 Purpose

This document provides guidance on the points which need to be kept in mind and which if overlooked, might adversely affect an assessment, document review, advisory work, other ENAO activities conducted by internal and external ENAO staff.

2 Scope

This document is applicable to all ENAO's assessors, committee members, experts and all individuals working for or on behalf of the ENAO who are involved in any activities. This code of conduct includes conflict of interest, confidentiality and professionalism.

3 References

The following documents are referenced:

- ❖ ILAC G3:08/2020 Guidelines for Training Courses for Assessors Used by Accreditation Bodies
- ❖ ISO/IEC 17011:2017 Conformity assessment - requirements for accreditation bodies accrediting conformity assessment bodies
- ❖ Regulation No. 421/2017 Council of Ministers Regulation to Provide for Re-establishment of the Ethiopian National Accreditation Office.
- ❖ IAF MD 20:2016 Generic competency for AB assessors
- ❖ ISO/IEC 19011:2018 Guidelines for auditing management systems

4 General Statement

Assessors in promoting high standards of ethical conduct shall:

- 1) Act solely in the best interest of ENAO, in the performance of their duties;
- 2) conduct themselves professionally impartial, with truth, accuracy, fairness and responsibility;
- 3) Not misrepresent their qualifications, competence or experience, nor undertake assignments beyond their capabilities;

4) treat in a confidential and private manner all information gained in relation to any of the organization's identified activities of accreditation of specific organizations or individuals; unless authorized in writing to disclose such information by the organization, and the organization's client (when applicable), and

- will not discuss such information with anyone except those who have a need to know the information for legitimate purposes of the accreditation processes;

- will not disclose any details of assessment findings, neither during nor after the assessment process;

5) Treat in a confidential and private manner all information gained in relation to any of the above entities' activities wherein such information may include, inter alia:

- any device, graphics, written material or other information in tangible or intangible form, clearly identified as "confidential", relating to the activities of the organization;

- any device, graphics, written material or other information in tangible or intangible form, identifiable as private by the nature of its content and/or context;

6) Treat in a confidential and private manner all information which may be considered "confidential" when the prudent judgment of an organization could determine that such information is private and

Confidential to the organization, and recognize that the organization may receive information that is not identified clearly as confidential but which may be perceived as confidential.

7) Not intentionally communicate false or misleading information which may compromise the integrity of the accreditation decision therein.

8) Be able to act professionally under adverse pressure from their employer and organizations being assessed.

5 Code of Ethics

To uphold and advance the honour, dignity and integrity of the conformity assessment profession, and in keeping with high standards of ethical conduct, Assessors should acknowledge that:

a) General issues

- 1) be honest and impartial, and will serve with devotion
- 2) strive to increase the competence and prestige of the assessment profession.
- 3) use their knowledge and skill for the advancement of human welfare, and in promoting the safety and reliability of products and services for public use.
- 4) Will earnestly endeavour to aid the work of ENAO

b) Relations with the Public

- 5) Assiduous to aggressively extend knowledge of the work of ENAO
- 6) be dignified and modest in explaining accreditation.

C) Relations with ENAO

- 7) act as reliance for each organization or ENAO.
- 8) inform each organization, employer or client of any business connections, interests or affiliations which might influence your judgment or impair the equitable character of your services.
- 9) not disclose information concerning the confidential business affairs or technical processes of any organization without its proper consent.
- 10) Must not give or accept any inducement, gift or extra hospitality that may affect or may be seen to affect their judgment before, after and during the assessment
- 11) not involve in consulting practice during assessment, service.

d) Relations with peers

- 12) Assiduous to aid the professional development and advancement of those under your supervision.
- 13) Not compete unfairly with others; extend friendship and confidence to all associates

14) Respect your peers opinion and conduct to ensure that honesty and openness is demonstrated within an assessment team

15) react openly and professionally in the event of non-ethical behavior of peers

While performing the duties of an assessor, the individual named shall comply at all times with the administrative, professional and ethical requirements of ENAO as outlined below.

➤ **Integrity**

The integrity of assessors establishes trust and provides the basis for relying on their judgment.

As an assessor

1. Perform your assignments with honesty, accuracy, fairness, and discretion.
2. Not engage in activities that might discredit the assessment program or the Office.
3. Report assessment results truthfully and disclose any unresolved diverging opinions.
4. Act in a professional and courteous manner, even under adverse assessment conditions.

➤ **Objectivity**

Assessors must be objective in gathering, evaluating, and communicating information about the activities being examined. They must make a balanced and impartial assessment of all the relevant facts and not be unduly influenced by their interests, or those of others, in making judgments. Assessors pledge to:

1. Disclose any activity or relationship that may affect unbiased assessment.
2. Not accept anything that may impair, or appear to impair, your judgment.
3. Include all the material facts to avoid any distortion of your assessment report.

➤ **Conflict of interest**

Conflict of interest is a situation in which an individual or organisation has competing interests or loyalties. Conflicts of interest can arise in a variety of circumstance. Examples include but are not limited to:

1. Membership or association with competing or affiliated organisations.

2. Personal stake in the outcome of a decision by the assessment team in regard to a service, organization or member of the profession.
3. Employed directly or involved in the selling of products, tools or systems for relevant services.
4. Shouldn't have any parental or friend relationship in the assessed CAB that can influence his/her impartiality

Therefore, if a person working on behalf of ENAO is aware of a real or perceived conflict of interest, which could alter the person's commitment to the accreditation scheme, that person shall:

1. Disclose the potential conflict of interest and
2. Be prepared to remove themselves from participation in the relevant assessment and/or decision.

Likewise, any assessor working on behalf of the ENAO shall assiduously avoid self-promotion or the conduct of any private business with an organisation being assessed.

➤ **Confidentiality**

Assessors must respect the value and ownership of the information they receive and not disclose it without the appropriate authority, unless obligated for legal or professional reasons. Assessors pledge to:

1. Limit the sampled records to those needed to assess performance within the assessment scope.
2. Exercise discretion in the use and protection of the information acquired during assessment duties.
3. Not use the information for personal gain or in any way detrimental to the organization.

In the course of conducting assessments for ENAO, assessors may come in contact with individually, organizationally identifiable and/or confidential information. Confidential information shall not be disclosed to anyone other than persons who are authorized to receive such information. This responsibility continues after the assessment has concluded.

Confidential information obtained as a result of any assessment or other related activity shall not be disclosed by any assessor for any purpose and specifically not for furthering any personal interest, including for profit or as a means of making personal gains. Transfer of documentation between CABs, assessors, and/or ENAO shall, whenever possible by the secure system, or if required by courier or by password protected or encrypted devices.

Storage of confidential information, including all information associated with CABs, must be kept by a secure means at all times. Upon completion or termination of contracted work for the assessment, all confidential documentation shall be shredded, either on-site by the assessor or sent by courier to the accreditation team for confidential disposal. Email will be send to ensure that the assessor delete all documentation concerning CABs assessment and kindly requested to confirm that they have done so.

Breach of confidentiality can have serious consequences for all parties and ENAO will investigate all allegations of such.

➤ **Competence**

Assessors must apply their knowledge, skills, and experience in the performance of their assessment duties. As assessors pledge to:

- ✓ Accept assignments only if they possess the necessary knowledge, skills, and experience.
- ✓ Perform assessment in accordance with the procedures and practices of ENAO.
- ✓ Continually improve proficiency, quality and value of assessment services.
- ✓ Assist other assessors under your supervision to develop their assessment management skills.
- ✓ Use your assessment knowledge to help improve the performance of CAB quality management system.
- ✓ Prepare well for assessment assignments and report findings using verifiable evidence.
- ✓ Able to familiarize himself / herself on reviewed and new policy, procedures, forms, guidelines, rules

- ✓ Attending annual assessor calibration programs, trainings and any updating from ENAO

6 Assessor Attributes

Assessors should:

- Be open minded and mature and willing to consider alternative ideas or points of view;
- Possess sound judgment, analytical skills, and tenacity;
- Have the ability to perceive situations in a realistic way to understand complex operations from a broad perspective and to understand the role of individual units within an organization;
- Be able to distinguish crucial or essential points from less important ones;
- Be ethical – fair, truthful, sincere, honest and discreet;
- Be diplomatic – tactful in dealing with people;
- Be observant – actively aware of physical surroundings and activities and habits;
- Be tenacious – persistent, focused on achieving objectives;
- Be decisive – reaches timely conclusions based on logical reasoning and analysis; and
- Be self-reliant – acts and functions independently while interacting effectively with others.

7 Communication

Expresses or presents ideas, both orally and in writing, in a clear, concise, accurate and logic fashion, taking into consideration the target audience.

Has a good command of language(s) and uses an appropriate assessment writing style, using objective, specific language; uses punctuation correctly, verifies spelling, and writes grammatically correct.



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Listens actively; asks clarifying questions and summarizes or paraphrases what others have said to verify understanding.

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1	2018-10-16	Change based on the new revised ISO/IEC 17011, 2017
1.1	2021-05-17	<p>Clause 1 an assessment, document review, advisory work, other ENAO activities conducted by internal and external ENAO staff.</p> <p>Reference used updated G3:08/2020 and cancel G3:08/2012 and added IAF MD 20:2016 Generic competency for AB assessors, ISO/IEC 19011:2018 Guidelines for auditing management systems</p> <p>Under Conflict of interest item no. 44 Shouldn't have any parental or friend relationship in the assessed CAB that can influence his/her impartiality is added</p>