

Anti-Discrimination and Equal Treatment Procedure

1. Purpose

To ensure that the EPAC operates in a fair, impartial, and non-discriminatory manner toward all clients during all activities related to SFDA Cosmetic Product Certification under SAAC accreditation.

2. Scope

This procedure applies to all departments and personnel involved in the certification, inspection, auditing, and decision-making processes for issuing SFDA Certificates of Conformity for cosmetic products shipped to the Kingdom of Saudi Arabia.

3. Reference Documents

- ISO/IEC 17065:2012 — Requirements for bodies certifying products, processes, and services
- SFDA Guidelines for Conformity Bodies
- SAAC Accreditation Requirements for Conformity Bodies
- CAB Code of Conduct & Impartiality Policy

4. Definitions

Discrimination: Any unjust or prejudicial treatment based on nationality, business size, gender, race, religion, or any non-technical factor.

Client: Any importer, exporter, or manufacturer applying for SFDA CoC for cosmetic products.

Impartiality: Presence of objectivity and absence of conflict of interest or bias.

5. Responsibilities

Top Management: Ensures implementation and periodic review of this procedure.

Quality Manager: Monitors compliance, handles complaints, and reports incidents.

Staff & Auditors: Abide by this procedure and report any deviations.

6. Procedure

6.1. Non-Discriminatory Access

- All clients are eligible to apply for CoC without discrimination.
- Information on the certification process, requirements, and timelines shall be made publicly available and accessible to all interested parties.

6.2. Equal Treatment

- All applications shall be treated fairly regardless of the client's origin, size, or commercial position.
- All decisions shall be based solely on technical compliance, documentation, product testing, and evaluation as per SFDA standards.

6.3. Impartiality and Objectivity

- Employees involved in certification decisions shall be free from conflicts of interest with the client.
- Any staff member with a personal or financial interest in a client must declare it and be excluded from relevant decision-making.

6.4. Complaint Mechanism

- Any client may raise a complaint if they feel they have been discriminated against.
- Complaints must be submitted in writing and will be handled confidentially.
- The Quality Manager will investigate and provide a resolution within 15 working days.

6.5. Monitoring and Review

- Discrimination prevention effectiveness will be reviewed quarterly through internal audits.
- Any findings will be addressed in Management Review meetings and improvement actions will be implemented.

7. Training

All staff shall undergo training on:

- Equal treatment and anti-discrimination policies
- Impartiality as per ISO/IEC 17065 and SAAC requirements
- Handling complaints professionally and fairly

8. Record Keeping

Records of:

- Applications
- Evaluations
- Decisions
- Complaints and resolutions

shall be maintained for a minimum of 5 years and be available for SAAC and SFDA review.

9. Confidentiality

All client information shall be treated confidentially. Non-disclosure agreements shall be signed by all relevant personnel.

10. Review and Revision

This procedure shall be reviewed annually or when there is a regulatory update by SFDA or SAAC.