

Blue Flame Certification Ltd within its procedures and processes gives the highest importance to both Impartiality and Confidentiality for all of its Certification Services.

Blue Flame Certification Ltd makes every effort to achieve client confidence by way of both the professionalism and competencies of all its staff, transparency of all its Certification processes, commitment to the maintenance of Impartiality and a superior level of customer service.

Impartiality

Blue Flame Certification Ltd requires that all staff involved in Certification services declares any conflict of interest that may affect either the Certification decision or Certification provision, and are required to sign an agreement to this effect.

Blue Flame Certification Ltd decisions on Certification are made purely from objective evidence supplied and/or obtained with no external influences from other interests including financial returns or third party influencing these decisions.

Blue Flame Certification Ltd undertakes on a regular basis analyses and Risk Assessments in relation to any Impartiality or relationship issues that arise or may potentially arise, concerning a conflict of interest, a posed threat to impartiality or its certification services.

Any issues regarding Impartiality are reviewed by its Governing and Impartiality Board which is an independent committee made up of members representing both industry and our key interests concerning Certification services.

For clients requiring Certification against the requirements of BS EN ISO/IEC 17024:2012 or BS EN ISO/IEC 17065:2012, Blue Flame Certification does not provide any consultancy to clients seeking Certification services and does not promote the use of any third party consulting organisations.

Blue Flame Certification Ltd does not support any statement by any third party consulting organisation to the effect that use of that organisation would result in certification becoming easier to achieve.

Confidentiality

Blue Flame Certification Ltd declares that any information, either proprietary or confidential, provided by its clients/potential clients in order for them to achieve certification will not be disclosed to any other party without their permission.

Blue Flame Certification Ltd process personal data are subject to the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. As such they are registered (Ref: Z8842764) as a data controller under the Data Protection (Charges and Information) Regulations 2018. All staff involved in Certification decision processes and Certification issue are required to sign a Confidentiality declaration.

Blue Flame Certification Ltd. welcomes any comments regarding any concerns regarding either Impartiality or Confidentiality

Scheme Manager

Blue Flame Certification Ltd

17/10/2019