

# Our Client promise.



By Royal Charter

As BSI brand ambassadors, we'll act ethically and share our knowledge and expertise with you to give you quality service. We'll keep you informed on standards updates with the latest information and service offerings to help you "Make Excellence a Habit". We're committed to:

- Providing support staff who will respond to your questions or requests within one business day - and a Client Care Representative who will ensure you have the support you need
- Listening to you and including your timeframes in all scheduling and audit activities
- Booking assessments at least three months in advance
- Ensuring that the information you entrust to us remains confidential at all times
- Providing you with a high quality, accurate report, within five days of your audit from a highly competent auditing expert
- Understanding your needs and keeping you updated with the latest industry information and service offerings which can help improve performance, reduce cost and ensure sustainability

A handwritten signature in black ink, appearing to read "P. S. ...".