

BSI's commitment to price transparency

We recognise that it can sometimes be a little confusing to understand pricing in the certification industry so as part of **BSI's Customer First programme**, we want to make it as easy for you as possible to understand how we quote and be transparent about what's included in the fees you pay. **The glossary below explains the certification process and how you will be charged:**

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| Application fee | We will use your application fee to book your Stage 1 & 2 visits and to process your application for certification . This will be invoiced immediately after you have signed your contract. |
| Stage 1 | This will be the first assessment visit and will need to be completed within 12 months of your application , although most companies do this within 6 months. As with each audit, you will be invoiced for this after your assessment visit. |
| Stage 2 | This is your second assessment visit during which your Client Manager will recommend that you be put forward for certification upon successful assessment of your management system. Once you receive your certificate it is valid for 3 years. |
| Ongoing Annual Assessment | Once certified you will have 2 Continual Assessment Visits (CAVs) each year to audit your management system and ensure that your system continues to meet the requirements of the standard. We review your management system thoroughly over the 3 years which is why we don't need to charge you extra when your certificate is due for renewal. |
| Recertification | When your certificate expires after 3 years you will have a recertification audit and will be issued a new certificate that will run for another 3 years . Unlike some certification bodies we don't charge any extra days for recertification . |
| Annual Management Fee (AMF) | This covers the period from the beginning of May to the end of April annually and is invoiced on 1st April each year . AMF helps us to train our staff, offer a UK based customer service team and maintain the level of service offered for all of our UK customers. |
| Total Cost of Certification over 4 Years | BSI have made a commitment to quote for 4 years which includes the recertification year and will show you that there are no extra days or charges added to your recertification year.* |

What is included in my day rate?

Your day rate includes everything to do with your audits such as your Client Manager's time, expenses for travel**, planning and processing your reports.

What is not included in my day rate?

Outside of your day rate is the processing, maintenance and costs supporting your registration that are not directly associated with your Assessment Visits. These costs include dedicated customer care during your application process, planning, administrative support, Compliance & Risk monitoring and independent

certificate review, Client Manager training, Certificate issue and re-issue*** and maintenance of BSI's Accreditation Body or Notified Body status. All of these costs are included in your Application Fee and your Annual Management fee as quoted.

* Please note that Day Rates may be liable for an annual increase during this period in line with market costs, accreditation costs and inflation.

** For a small number of schemes and locations expenses may be billed separately. This will be highlighted to you in advance and clearly shown on your quote.

*** Any changes to your certificate that occur as a result of assessment activities are free including scope extensions, re-issues and re-certifications. However changes instigated due to a change of address or change of name will occur administration fees and this will be highlighted to you when you contact BSI for a change request.

Certification with BSI

BSI is the business standards company that helps organizations all over the world make excellence a habit. For more than a century we have been challenging mediocrity and complacency to help embed excellence into the way people and products work. As a trusted and recognized global brand, our 80,000 clients range from high profile brands to small, local companies in **182 countries worldwide**.

Our People

Our assessors spend over 250,000 hours every year supporting British businesses, helping them interrogate and enhance their existing processes and identify areas for improvement.

We understand how people work, the habits they form and how they can improve. That's why we hire the best and train them constantly so they can support you – and help you make excellence a habit in your organization.

Our Client Managers

The moment you decide to partner with us, our client managers step up to assist you. They work to understand your unique goals, and they do their very best to get you where you want to be, whatever your starting point. All of our Client Managers are from industry so that they have real time experience of the sectors you work in and the size of business you are.

Our Tutors

Train with the best to become the best. Our tutors are recognized as leaders in their field, offering a world-class learning experience. They are trained to understand and meet your different learning needs, and they have years of industry experience. Our tutors pride themselves on training your organization to keep your learning in line with your company's certification so you can be sure you're team are being trained by the best.

Customer First

Our Customer First Programme does just that, ensures we always put you at the core of our business. We have a UK based Customer Service teams that are on hand to help our clients book or reschedule visits and manage your account.

Our website is regularly updated with free whitepapers, downloads, educational information and guidance to be used 24/7 to help our clients get the most from their certification and to help you promote the benefits of certifying with BSI.

We also offer events, webinars and networking opportunities where you can learn and do business with our our extensive BSI community of customers. Once you gain your certificate we offer a Certification Presentation to you and your team either a BSI Head Office or on-site at your premises.

Our Key Performance Indicators

We set rigorous KPIs to make sure that we measure the level of service we give our customers and that we give you the level of service you expect. We have a customer service level agreement (SLA) in place. Our internal performance targets are stretched to ensure we over deliver the commitment we make to our customers when delivering responses, certificates and changes to service.

Our customers have told us that these KPIs are important to them;

| SLA | KPI | Performance |
|---|----------------------------------|-------------|
| Initial Contact after Application to Accreditation | Within 48hrs | 99% |
| Customer Service | 1 st time call answer | 98% |
| Report delivered | Day of audit | 99% |
| Corrective Action Plan Submitted & Passed to Client Manager | Within 48hrs | 99% |

Certification with BSI

Customer Satisfaction

We regularly measure how satisfied our customers are with the level of service they receive through our Voice of the Customer Programme.

Our Net Promoter Score is currently at 62, which puts us high on the scale of pleasing our customers and our overall satisfaction rating from our customers is 9/10 for our services.

Our Credentials

Our Royal Charter

We were awarded our Royal Charter in 1929. It sets out what we do and why we do it – allowing us to be transparent about our purpose. As we have no share capital, BSI is what is termed a “non-profit distributing company” because profits are re-invested back into the business.

It is our continued responsibility to set standards for best practices that will strengthen and grow our industry. Aligning yourself with an innovative global leader such as BSI during these times will assure your business continued long-term service and value for the markets we service together.

Our National Standards

We are the UK's National Standards Body (NSB) and were the first national standards body. We represent UK economic and social interests across all European and international standards organizations and in the development of business information solutions for British organizations of all sizes and sectors.