Policy on Impartiality and Non-Discrimination

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1 Introduction

Bureau Veritas Certification (BVIL) offers services:

- management system certification against national and international management system standards,
- sectorial standards if any (UAS and Railway Product Certification)
- product certification,
- assurance/verification related to sustainability and social responsibility
- client-specific standards where appropriate
- second party or supplier audits

The certification services are accessible to all applicants, regardless of size or membership of any association or group, and are operated in a non-discriminatory manner.

BVIL fully complies with laws and regulations of countries in which certification is delivered (refer to the Bureau Veritas Code of Ethics). These policies are totally adopted by BV India.

2 Vision and Policies

2.1 Vision and Strategy Statement

BVIL is a recognized certification body, with global vision and local strategy to deliver certification services responsive to needs of local markets. Our Vision is to maintain and reinforce a leadership position in the major certification markets worldwide, ensuring that BVIL creates value for clients, shareholders and employees.

Our Strategy is to differentiate BVIL as an efficient provider of certification services, to existing and new clients, at their expected level of quality, service and value added.

2.2 Impartiality

2.2.1 Bureau Veritas understands the importance of acting with independence in our management system certification activities, and of delivering professional conclusions without bias. On this page, you can find useful resources including our impartiality statement.

Statement of Impartiality

"One of Bureau Veritas India certification core values and also a key element to our Code of Ethics, is impartiality. It is therefore essential for Bureau Veritas India Pvt Limited to manage any potential conflict of interest to safeguard the impartiality of Bureau Veritas audit and certification services rendered.

This is in order to protect Bureau Veritas objectivity and brand, ensure customer satisfaction and comply with the rules of accreditation and regulatory bodies.

Bureau Veritas has defined and maintains a strict impartiality policy and monitors this closely through both internal and external impartiality committees established worldwide."

2.3 Quality Policy

BVIL aims to be recognised as the market leader in the fields of certification and audit services. To achieve this, our aims are:

- To work in partnership with each of our clients, in order to provide them with the information and services which consistently meet their needs and expectations.
- To provide our clients with a certificate recognised and accepted as a symbol of excellence worldwide.
- To provide our clients with a consistent approach worldwide.

- To ensure objectivity as we conduct our activities.

The accomplishment of these aims involves the following objectives:

- Consistent approach worldwide.
- Leadership in setting professional standards at a level to which our competitors would aspire.
- Obtain accreditation wherever it supports our service to clients.
- Continuous improvement of quality in BVIL operations, to meet clients and stakeholders expectations.

2.4 Environmental Policy

BVIL commits to operations consistent with good environmental practice. BVIL and its personnel ensure, in observance of this policy:

- Avoidance or minimization of waste, especially of materials derived from natural resources.
- Avoidance of materials which may be harmful to environment.
- Responsible use of motor transport and, where possible, use of lead free petrol. Where appropriate, use of public transport shall be encouraged.

All BVIL personnel is to be conscious of, and have a positive attitude to, environmental issues and concerns in the conduct of all BVIL activities. BVIL certification is responsible of putting in place processes and procedures to manage personnel and enable them to be compliant with laws.

2.5 Health and Safety Policy

BVIL recognizes its statutory and moral obligations in the area of Health and Safety (refer to “Health, Safety and Environment Statement” of CEO). CCE commits to putting in place processes and procedures to manage personnel and enable them to be compliant with laws and Bureau Veritas HSE policy.

Personnel, including contracted people, where applicable, recognises their duty to take reasonable care for his or her own health and safety, as well as that of other persons who may be affected by their acts or omissions at work. When away from their recognised place of employment, personnel will make themselves aware of, and obey the requirements applicable for their own safety. This includes acting on specific instructions given by the receiving appointed Safety Officer, or a representative thereof.

2.6 Equal Opportunities and Discrimination Policy

BVIL is committed to the principle of equal opportunities in all aspects of its operations. BVIL is determined to make all efforts to prevent discrimination against, or unfair treatment of, or by, any of its personnel, potential personnel, suppliers or users of its services, regardless of sex, race, ethnic origin, religious convictions, age, sexual orientation or disability.

BVIL is opposed to discriminatory practices and attitudes and is committed to translating its policy into all aspects of its everyday work. Personnel are required to be fully aware of their responsibilities in this respect. Personnel are obliged to treat all persons, whom they come into contact within the course of their work, with the same appropriate respect and honesty, recognising any local, ethnic or religious conventions which may be applicable.

BVIL local managers or CCE commits to implementing processes and procedures to manage personnel and enable them to be compliant with laws. Personnel will seek to discover any such conventions before beginning of work, to avoid distress or confusion during audit. Personnel commits to avoid any conduct which may be interpreted as harassment or discrimination, in the culture in which they are working.

Changes in this procedure are considered during revision of this HO certification procedure.