

CIBSE Certification exists for the promotion for the benefit of the public in general and for the promotion of professional services associated with the building services and general engineering and other sectors:

- All certification activities will be available to everyone that requires them. Access will not be inhibited by any factor other than ability to meet the specified minimum criteria stated in the scheme description documents
- Our procedures and administration are non-discriminatory and administered in a non-discriminatory manner to ensure unbiased, ethical and impartial operation of our schemes
- Certification is never restricted on the grounds of undue financial or other limiting conditions, such as membership of an association or group unless the scheme owner sets such a restriction
- We never use procedures to unfairly impede or inhibit access by applicants and candidates to our certification schemes
- We never bow to commercial, financial or other pressures to compromise the impartiality of our certification activity
- We manage and take responsibility for the performance of all personnel involved in our certification processes
- It is always essential that we have sufficient resources in terms of competent personnel to perform all types of certification functions according to demand
- We are committed to respond to the needs and expectations of clients
- We are committed to meeting our management objectives and to continual improvement
- We will set regular management objectives with measurable performance indicators so that we can monitor our performance
- We will ensure compliance with relevant regulatory standards at all times throughout our operation
- To promote excellence and innovation by offering assurance that personnel comply with specified criteria e.g. standards or other normative documents
- We work only in areas in which we have expertise
- To meet, and maintain our certification services, to the requirements of the accreditation assessment standards
- We ensure that all staff involved in certification activities are properly trained and appropriately experienced in order to help them carry out their duties in compliance with policies, operating procedures, and work instructions to the best of their ability
- We always act with impartiality in the performance of all our certification activity, managing any identified conflict of interest, and ensuring objectivity at all times

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