



Statement of Applicability (SoA) – Bureau Fris, Amsterdam

ISO 20252:2019

Datum: 24-03-2021

Locatie: Amsterdam

Bureau Fris was founded in 2005 as the full-service facility partner in market research, and has ensured that our customers have sufficient time and energy to carry out carefree research, at one of our permanent locations in Amsterdam or Rotterdam, elsewhere in the country or in-house at the customer. We offer the following services: 1) recruitment, 2) Facility and 3) Research People. Bureau Fris has chosen to certify itself for annexes A, B and E, in addition to the core requirements (H4). The services provided by Bureau Fris do not fall under annex C, D, & F.

	Attested/ Excluded	Includes	Description of services	Accountable
4.1. Core Framework	Attested	Confidentiality of research	Informing the respondents (rights), documentation and archive management.	MT, accountmanagers
4.2. Personnel and infrastructure responsibilities	Attested	Personnel & organisational responsibilities	Assessments on staff performance and upskilling, documentation of responsibilities in the organization.	MT
4.3. Information security	Attested	Information security	Ensuring that there are checks on the security of sensitive information, training to keep people alert.	DPO, ICT provider
4.4. Subcontracting services	Attested	Subcontracted project work & subcontractors	Check whether they use the same working method and, if necessary, draw up agreements to guarantee quality.	MT, DPO

4.5. Planning, delivery and reporting on projects and research work	Attested	Client relationship management, product handling	Creation and keeping all customer relationships and their data up-to-date. This also includes the degree and quality of customer contact and the quality of services we provide.	Managing Director / Marketing & Sales & Quality Manager
4.6. Management review and improvement	Attested	Assessments and improvements	The annual assessment of the SoA, the internal documentation, services and other processes in a management review.	Quality Manager & MT
4.7. Internal audits	Attested	Audits	The internal audits that take place annually.	DPO/ Quality Manager
4.8. Legal requirements	Attested	Legal requirements	AVG, ESOMAR	DPO & Kwaliteitsmanager
Annex A	Attested	Panel	Jambo (management and maintenance of respondent data), verification of respondents, ensuring rights of respondents.	Senior Accountmanager & Quality Manager
Annex B	Attested	Fieldwork	Recruitment (from panel, customer lists, social media, website, street recruitments), Check on moderators, complaint handling, confidentiality (recordings, minutes), protection of respondent data.	Senior Accountmanager & Quality Manager
Annex C	Excluded	-	-	-
Annex D	Excluded	-	-	-
Annex E	Attested	Self-completion questionnaires	Validating the identity of respondents and sending out and reviewing questionnaires. Pre-selection of recruitment.	Senior Accountmanager & Accountmanagers
Annex F	Excluded	-	-	-