FRONTIER PUBLICATION / GOVERNANCE & ASSURANCE

Client Assurance and Due Diligence

How Frontier protects client information, governs evidence and supports proportionate procurement review.

FIG-PUB-ASSURE-01
Edition 1.1
Effective 20 October 2026
Public document

SECTION 00

Purpose and public position

This document gives clients, procurement teams and professional advisers a concise route into Frontier's assurance position.

It explains the controls Frontier commits to applying, the evidence that can be examined and the distinction between a published operating standard, a control tested in delivery and an independently assured claim. It is designed to support due diligence without overstating maturity or exposing sensitive operating detail.

> Frontier does not ask a client to trust a badge, a platform name or a confident assertion. Trust should come from clear commitments, inspectable records, honest boundaries and accountable human decisions.

DOCUMENT	POSITION
Reference	FIG-PUB-ASSURE-01
Status	Public · controlled publication
Edition	1.1
Effective date	20 October 2026
Owner	Frontier governance and client assurance
Review	At least annually, and sooner after a material legal, regulatory, security or operating change.

Corporate identity

CORPORATE PARTICULAR	INFORMATION
Registered company name	FRONTIER INSIGHT GROUP LIMITED
Company number	17529472
ICO registration	ZC279086
Place of registration	England and Wales
Registered office	71–75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom
Website	frontierinsightgroup.co.uk

What this document does not claim

Publication does not mean that Frontier holds a certification, accreditation or independent assurance award unless that award is named with its scope and date. It does not replace the terms, information schedule, security requirements or data-processing provisions agreed for an individual commission.

SECTION 01

The assurance model

Three different positions remain separate so that a buyer can see what is promised, what is operating and what has been independently examined.

POSITION	WHAT IT MEANS	EVIDENCE
Published commitment	A method, boundary or obligation stated publicly or contractually.	Versioned policy, service description, contract term or documented standard.
Testable control	A control designed to produce an operating record during a live commission.	Approval, register, review record, exception, decision log or completion evidence.
Independent assurance	A defined control or management system examined by a suitable external party.	Named assurer, scope, date, result and any limitations.

Procurement can therefore ask a precise question: what is the present evidence for this particular claim? Frontier's response should identify the relevant position and avoid presenting design as performance, or performance as certification.

Six assurance domains

Evidence

Material findings retain their source, date, entity, status, confidence, contradictions and missing evidence.

Decision

Priority and action are tied to explicit reasoning, uncertainty and reasons not to proceed.

Authority

Named people remain accountable for material classifications, exceptions and external action.

Boundary

Purpose, permitted information, access, retention, handover and exit are defined for the commission.

Continuity

Source failure, error, contradiction, absence and service change have proportionate escalation routes.

Outcome

Delivery, association, influence and attributable contribution are not collapsed into one claim.

SECTION 02

Client information and data boundaries

A commission should improve the client's work without creating an uncontrolled secondary use of its information.

Before material client information is handled, the purpose of the commission, the permitted information, the approved users and the expected outputs should be clear. The client environment is kept distinct from public research and from work for other clients. Information is used for the agreed purpose and is not presented as Frontier's own public evidence without authority.

Minimum mobilisation record

CONTROL	QUESTION THE RECORD MUST ANSWER
Purpose and scope	What business question is Frontier authorised to investigate or improve?
Information boundary	Which client, professional and public information may be used, and which information is excluded?
Access	Who needs access, at what level, and who approves a change?
Output route	Where will findings, files, updates and decisions be delivered?
Retention and exit	What is retained, returned, exported, restricted or deleted when the work changes or ends?
Incident and exception	Who is informed, who decides and what downstream work must be reconsidered?

Security approach

Frontier applies a risk-based security approach across collection, access, storage, review, delivery, retention and disposal. Access should be limited to the people and services needed for the commissioned purpose. Material changes and exceptions should be recorded. Detailed architecture, credentials and protective configurations are not published; proportionate evidence can be considered during due diligence.

Supporting services

A supporting service is assessed for purpose, necessity, access, reliability, contractual position and change risk. Naming a technology does not by itself establish that its use is appropriate. Frontier remains responsible for the design of the client workflow and for explaining any material dependency that affects the service.

SECTION 03

Evidence and responsible intelligence

Commercial intelligence is useful only when a client can see what is known, what is inferred and what remains unanswered.

A market change, engagement signal, funding announcement or organisational event is the start of an investigation, not evidence of buying intent. Frontier connects relevant evidence, tests alternative explanations and records the limits of the conclusion before a matter is escalated.

Material finding standard

ELEMENT	EXPECTED POSITION
Source and date	The origin and currency of the evidence remain available for review.
Entity and context	The organisation, programme, asset or market to which the evidence relates is clear.
Fact and interpretation	Observed fact is separated from Frontier's interpretation and any client hypothesis.
Contradiction	Conflicting evidence is retained and assessed rather than hidden.
Confidence and gap	Uncertainty, missing evidence and the next useful question are stated.
Action boundary	The record explains what the evidence supports and what it does not support.

> Specialist systems may help to collect, compare, structure and monitor information. They do not own the decision, approve their own output or remove the need for human judgement.

Human authority

Material classifications, client-facing conclusions and external representations remain subject to human review. A person should be able to explain the evidence, the reasoning, the uncertainty and the authority for action. Frontier does not describe a fully automated output as an independently verified conclusion.

SECTION 04

Delivery, continuity and outcome control

A well-designed service remains understandable when evidence changes, people are absent or a source fails.

The commission should identify accountable owners, deputies, review points, service dependencies and escalation routes. Where an error or contradiction affects a material conclusion, the affected record is held, corrected and reconsidered. Relevant downstream decisions or actions are reviewed in proportion to the impact.

Client control is retained

Frontier's role is to remove avoidable research and coordination load, improve the quality of the commercial picture and prepare usable decisions. It does not remove the client's authority over strategy, relationships, communication or commitment. The delivery route should fit the client's existing working environment wherever practicable.

Outcome evidence

LEVEL	WHAT MAY BE SAID
Output	The agreed work was completed and delivered.
Associated movement	A relevant change occurred during the programme, without claiming Frontier caused it.
Influenced	Client evidence shows that Frontier's work informed a decision or changed an action.
Attributable contribution	Evidence supports a defined contribution to the outcome, with other material factors disclosed.

Frontier will not turn activity, volume or correlation into a claim of commercial causation. The appropriate evidence level should be agreed before success is reported.

SECTION 05

Commercial and contracting standard

The contract should make the working relationship clearer, not conceal material obligations behind technical or legal complexity.

A client should be able to understand the service, responsibilities, information boundaries, delivery route, charges, change process, intellectual-property position, confidentiality obligations, limitations, exit arrangements and dispute route before work begins.

Core contracting principles

- The service description and deliverables are specific enough to test.
- Client and Frontier responsibilities are proportionate and stated in plain English.
- Confidential information is used only for the agreed relationship and protected after it ends.
- Background intellectual property remains with its owner; rights in commissioned outputs are expressly agreed.
- Risk allocation reflects the service, the information involved and the party best able to control the risk.
- Change, suspension, exit, return and deletion arrangements are defined before they are needed.
- No procurement response should imply a certification, control or capability without supporting evidence.

Controlled disclosure

Public policies establish Frontier’s position. More detailed evidence may include completed questionnaires, sample registers, contract terms, operating records and appropriate third-party materials. Disclosure is proportionate to the review and may be subject to confidentiality, access control or redaction. Security architecture, credentials, internal threat detail and unrelated client material are not routinely disclosed.

SECTION 06

Due-diligence route

A buyer should be able to move from the public position to the evidence required for a proportionate decision.

STAGE	FRONTIER PROVIDES	BUYER DECIDES
Public review	Published policies, operating standards, company particulars and claim boundaries.	Whether the published position addresses the initial risk and fit questions.
Service definition	Scope, responsibilities, information boundary, delivery route, dependencies and outcome measures.	Whether the proposed service is clear and proportionate.
Focused diligence	Relevant questionnaire responses and supporting evidence for the material controls.	Whether evidence is sufficient for the risk profile.
Contract and mobilisation	Agreed terms, schedules, owners, access, review and exit records.	Whether work may begin and under what authority.
Live review	Operating evidence, exceptions, changes, outcomes and lessons appropriate to the commission.	Whether controls remain effective and the service should continue or change.

Evidence requests

Send a defined request to **assurance@frontierinsightgroup.co.uk**. Please state the proposed service, the information involved, the control questions and any deadline. Frontier will confirm what can be provided publicly, under confidentiality or through an alternative review method.

SECTION FINAL

Accountability and contact

Questions should reach the person responsible for the subject, not disappear into a general inbox.

Privacy and individual rights

Write to **privacy@frontierinsightgroup.co.uk** for privacy questions, data-rights requests, objections and complaints.

Client assurance and due diligence

Write to **assurance@frontierinsightgroup.co.uk** for assurance enquiries, security questionnaires, control evidence and procurement review.

Legal and contractual notices

Write to **legal@frontierinsightgroup.co.uk** for formal legal and contractual correspondence. Notices may also be sent to the registered office where appropriate.

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> A public document explains the control position. It does not expose credentials, client-confidential material, security architecture or internal playbooks. Supporting evidence may be reviewed through an appropriate due-diligence process and, where necessary, under confidentiality.

Current versions

The current public suite is maintained at **https://frontierinsightgroup.co.uk/governance/**. A printed or downloaded copy should be checked against that page before it is relied upon.