

## Quality Policy Statement

Our objective is to maintain a quality driven approach in all we do, and to foster a culture of employee education and customer satisfaction, with quality of service throughout our organisation

Our statement of policy for quality management is:

- To ensure this policy is understood by everyone in the organisation
- To ensure any changes in the working environment are implemented, to ensure the quality of the service we provide
- To assess all risks due to changes in the environment or processes
- To ensure all new personnel are instructed in the policy requirements
- Ensure the processes are understood and used as a part of their introduction to the wider objectives of the firm
- All personnel are continually advised of the processes in use and are encouraged to continually improve the quality of outputs
- To meet contractual obligations when invoked
- To ensure compliance with all statutory laws and all appropriate regulatory compliance
- To monitor our performance to ensure our performance standards are met consistently
- To periodically review our performance standards, and seek ways of enhancing these, using internal resources and/or in response to external influences
- To conduct management and peer review at regular intervals our project quality plan processes to facilitate this

Signed  
(employer)

A handwritten signature in blue ink, appearing to be 'Q. W.' with a long, sweeping underline.

Dated: 1 January 2022

Review Date: 31 December 2023

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