

QUALITY POLICY

The Firm is dedicated to achieving the highest level of satisfaction for our clients in everything we do. The Firm has, over time, both grown and adapted to meet the changing industry.

Throughout, we have remained committed to our core principle of always delivering client satisfaction. Across the whole Firm, we recognise the importance of promoting a quality led culture. We achieve this through consistent development of our businesses and of our people. Consistency is delivered via robust management systems. Our systems ensure we can understand and meet regulatory, project, and client specific requirements.

To achieve the quality performance standards on our projects, we are committed to operating and maintaining a Quality Management System that complies with ISO 9001: 2015 to promote efficiency, this sits within our other integrated management systems which comply with ISO 14001: 2015 and ISO 45001: 2018.

The Firm is committed to the promotion of effective and efficient performance, delivered by our quality management system, and has the following strategic aims:

- We will ensure that all employees remain focused on our client's requirements and delivering client satisfaction.
- We will provide adequate support and resource to enable our systems and people to deliver those requirements.
- We will invest in our people to develop the skills, knowledge and capability of all existing and new employees so that we can successfully meet the changing needs and expectations of our clients and other interested parties.
- We will monitor the effectiveness of our Quality Management System and promote high standards of quality on all projects undertaken by the Firm, and where appropriate, we will set and communicate clear quality objectives and targets to enable continual improvements.

- We shall support the continual review and development of our management systems to ensure the Firm's objectives are aligned with our core principles. This Quality Policy, together with our management systems, will be periodically reviewed to ensure continued suitability within an ever-changing industry.

This policy will be communicated to our internal colleagues via our company intranet and published to our website for external interested parties.



Jeremy Moynihan
Director of HR & Business Systems