



Quality Policy

We are committed to delivering exceptional quality in all aspects of our business. Our quality policy is deeply ingrained in our company culture, guiding our decisions, actions, and interactions to ensure we deliver the needs and expectations of our interested parties. We strive to understand and exceed these by providing training, consultancy and audit services that consistently meet or surpass industry standards. We achieve this by:

- 1. Committing to Continuous Improvement:** We are dedicated to continuously enhancing our consultancy, training and audit activities to achieve operational excellence and maximize efficiency for us and for our client base. Through regular assessments and feedback, we identify areas for improvement and implement corrective actions to drive continuous growth including ongoing professional development.
- 2. Ensuring Customer Focus:** Our customers are at the heart of everything we do. We actively listen to their needs, understand their requirements, and tailor our work to meet and exceed their expectations. We prioritize open communication, responsiveness, and building long-term partnerships with our customers.
- 3. Fostering a Culture of Quality:** Quality is a collective responsibility. We promote a culture of integrity, accountability, and professionalism among our team. We provide ongoing training, resources, and support to ensure everyone understands their role in maintaining and improving quality standards.
- 4. Compliance with Applicable Regulations:** We strictly adhere to all relevant legal and regulatory requirements governing our industry. By staying up-to-date with evolving standards and thinking, we ensure our training, consultancy and audit services comply with the highest safety, environmental, and quality standards.
- 5. Embracing Innovation:** We embrace innovation and look to use technological advancements to enhance our work. By actively seeking new ideas, fostering creativity, and investing in research, training and development, we deliver effective, efficient and up to date solutions to our customers.
- 6. Building Strong Relationships:** We believe in the power of collaboration and teamwork. We foster strong relationships with our suppliers, partners, and stakeholders, working together towards shared goals. By engaging in open dialogue, exchanging knowledge, and promoting mutual growth, we create a supportive network that enhances our ability to deliver quality outcomes.

This Quality Policy Statement serves as a foundation for our quality management system and is regularly reviewed to ensure its ongoing suitability and effectiveness. We are committed to continuously improving our quality performance, meeting customer expectations, and maintaining our position as a trusted provider of high-quality training, consultancy and audit services.

Jennie Clark
Managing Director
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