

Quality Policy

V3.4_112025

1. Introduction

- 1.1 We acknowledge that quality is important to our business. We have a responsibility to our clients, our employees, sub-contractors and associates as well as the broader community in which we operate to ensure we provide them with services that meet or even exceed their expectations.
- 1.2 We are committed to taking responsibility for our actions and encourage a positive contribution towards the quality of our services and the way we work.

2. Scope

- 2.1 This policy covers all individuals working at all levels and grades, including senior managers, officers, directors, employees, consultants, trainees, homeworkers, part-time and fixed-term employees, volunteers, interns, and casual workers.
- 2.2 This policy also covers our sub-contractors and associates whom we contract with to deliver Consultancy and project management services alongside us in support of our delivery of services to our clients (Associates).

3. Responsibility

- 3.1 The Chief Legal Officer has overall responsibility for implementing this policy. They have a key role in ensuring the systems and controls we have in place are effective.
- 3.2 All employees have a role to play in complying with our quality performance objectives and are encouraged to make further suggestions in relation to initiatives we could undertake. If anyone has a suggestion, they should contact the Chief Legal Officer.
- 3.3 We are fully committed to the highest possible standards of openness and accountability. In line with that commitment, in accordance with our Whistleblowing Policy, we actively encourage all staff members who have serious concerns about any real or perceived departure from the high ethical standard that we set, to voice those concerns openly. Our Whistleblowing Policy can be found on our online HR system.
- 3.4 We are committed to ensuring our policy remains effective. As part of our ongoing commitment, this policy is reviewed at least annually to verify its effective operation. Records of the reviews are maintained, and any necessary amendments are made to the policy, as appropriate.

4. Communication

- 4.1 We communicate this policy to our employees by means of our HR System and/or SharePoint. It is available externally upon request.

5. Our Conduct

- 5.1 We are committed to quality leadership in our business activities and to deliver services to our customers that meet their requirements in all respects for performance, reliability, responsiveness, and value.

5.2 Our customers are at the heart of everything we do. By acknowledging that our colleagues across the business are central to our success and drive our strategic direction, Senior Management are committed to continual improvement and shall consistently strive to:

- Ensure quality is at the heart of everything we do; continually enhancing the customer experience and maintaining our high levels of customer and associate retention.
- Ensure that customer expectations are determined and met with the aim of achieving consistently high standards by acting on customer feedback.
- Ensure that all processes support error free results, measured by the number of corrective actions taken.
- Work closely with our suppliers and partners to establish the highest quality standards, protecting the integrity and reputation of the company.
- Achieve and maintain a cost effective and profitable business, investing in new product innovation and providing satisfactory return to key stakeholders.

5.3 In addition to the framework for objectives set above, the Senior Management are also committed to:

- Providing resources to comply with ISO 9001:2015 and continually improving the Quality Management System (QMS)
- Management Reviews and periodically assessing the Quality Policy, objectives and management system to ensure their continuing suitability.
- Monitoring and measuring the effectiveness of the Quality Management System (QMS) and related processes.
- Providing training for the development of our colleagues on quality awareness
- Communicating and promoting our quality objectives to colleagues and other stakeholders, highlighting the importance of meeting customer, statutory and regulatory requirements.

6. Responsibility

6.1 An annual review of the policy is delegated to the Chief Legal & Sustainability Officer who will:

- Ensure that it remains up to date, compliant and relevant to the needs of the organisation and its clients.
- Verify it is in effective operation across the practice.

This quality policy is communicated to all employees, and it is reviewed annually to ensure its continued suitability and effectiveness.



Gus Sargent

Director

Date: 20/09/2023

Reviewed: 10/11/2025

Next Review: 10/11/2026