

Quality Policy Statement

We have established this Quality Policy to be consistent with the purpose and context of our Organisation. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customers' regulatory and legislative requirements, as well as our commitment to continually improve our Quality Management System.

Customer focus: As an Organisation we have made a commitment to understand our current and future customers' needs, meet their requirements and strive to exceed their expectations.

Leadership: Our Management Team have committed to creating and maintaining a working environment in which people are fully involved in achieving our objectives.

Engagement of people: As an Organisation we recognise that people are the core of any successful business and that encouraging and harnessing their involvement promotes a sense of belonging and wellbeing that gives the business a solid foundation which is beneficial to all.

Process approach: As an Organisation we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: We have committed to drive continual improvement across all aspects of our Quality Management System. It is one of our main objectives that we continually drive improvements across all aspects of our Quality Management System, with the needs and responsibilities of quality management being at the heart of our staff's continuing professional development.

Evidence-based decision making: As an Organisation we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

Relationship management: We recognise that we and our external providers are interdependent, and a mutually beneficial relationship enhances the ability of both to create value.

Our policy is also to meet the requirements of other interested parties and in meeting our social, environmental, regulatory and legislative responsibilities.

We have produced quality objectives which relate to this policy and they can be found in document eSc-UK207 Quality Objectives.

This policy is relates to all interested parties and is available to the wider community through publication on our Website and Intranet.

Signed By: Aryeh Bak
Position: Chief Executive Officer
Date: 15/04/2024
Next review date: 15/04/2025