

*Quality is integrated into the core of our business and we are proud to provide expertise in health and safety and integrated medical support services, that are tailored to the diverse requirements of our clients.*

*Our Policy outlines the commitment to quality including:*

- *Ensuring our Quality Management System is compliant with ISO 9001:2015.*
- *Our Quality Management System is a robust framework that supports customer focused, safe and effective service delivery and drives continuous improvements towards exceeding customer expectations.*
- *Service provision meets current regulatory and industry standards, internal requirements and the expectations of our customers.*
- *Our Company is passionate about learning and development. Training and education are delivered through a variety of media to meet the geographical challenges of our staff. We also provide feedback from incidents, complaints and audit non-conformities so that lessons learned are shared.*
- *Our Quality ethos is everybody's business. This principle guides us to have strong leadership and engagement with staff at all levels.*

*Our Quality Policy is reviewed every two years and is communicated to staff by various methods to ensure staff understand their roles and responsibilities and are empowered to take action.*

*The Quality objectives are reviewed quarterly. Achievement of the objectives is reliant on leadership, allocation of roles and responsibilities and the provision of resources.*



*Maria Melillo*  
*Chief Executive Officer*

*7th September 2020*