



## QUALITY POLICY

Beta is committed to implementing and maintaining a Quality Policy that supports the strategic direction, and is appropriate to the purpose and context, of the company. Beta is also committed to ensuring the Quality Management System is continually improved and all applicable requirements are satisfied.

This Quality Policy is based on five fundamental principles:

1. Customer and other interested parties' needs and expectations are identified upon engagement and regularly reviewed.
2. All services are delivered to a professional standard, on time, and meet the customers' needs and expectations. All staff strive to achieve a high level of customer satisfaction at all times.
3. All staff are skilled, motivated, and understand how to do their job and do it right first time.
4. An efficient, cost effective back office is maintained that supports the delivery of services/staff and staff homeworking is safe and effective.
5. All applicable requirements are identified and complied with (e.g. compliance with legislation and legal requirements).

The Directors of Beta realise that success in the future depends upon achieving these principles by:

- regularly setting and reviewing quality objectives and targets;
- regularly reviewing service provision procedures, identifying the potential for improvement and taking the necessary actions;
- providing all employees with the training and tools necessary to perform their job in the most effective and efficient manner possible;
- providing the necessary resources and personal support required for successful implementation of our Quality Objectives as part of the ISO 9001:2015 Quality Management System.

This Quality Policy has been designed not only to fulfil the aspirations of Beta but also to meet the mandatory requirements of ISO 9001:2015 standard. It has the full endorsement of the Beta leadership team and Board.

This Quality Policy will be shared with staff and be available to all interested parties via the company website.

*This Quality Policy addresses section 5.2 of the standard.*

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