

## Milebay Consultancy Ltd Quality Policy

It is the policy of Milebay Consultancy to maintain a quality system designed to meet the requirements of ISO9001:2015 in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of **Milebay Consultancy** to:

- strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- invest in the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by the "Management Team" to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

A handwritten signature in black ink, appearing to read 'Peter Lambert', is positioned above the printed name.

**Peter Lambert, Managing Director**  
**Milebay Consultancy Limited**  
3<sup>rd</sup> August 2020