



# QUALITY POLICY

The continuing policy of Intelligent Workplace Solutions Ltd is to provide a high quality, professional and efficient service to ensure the satisfaction of all the requirements of our clients. This achievement will result in securing efficiency, strong client focuses and enhancement of long-term sustainability and profitability within the organisation.

The management team will show leadership and commitment, and bear the responsibility for establishing, implementing, amalgamation and maintaining the integrated management system.

We undertake to ensure sufficient resources are made available within the organisation to achieve this through communication, engagement, practical example and training that quality is the aim of all members of the organisation.

Through direction and support, each employee will have a proper understanding of the importance of the quality system function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the organisation, equally, every employee is responsible for, and will be trained to perform the duties required by their specific role.

The organisation has a policy of promoting continual improvement and setting of quality objectives in line with the framework laid down within ISO 9001:2015 standard. These objectives will address the risks and opportunities within the organisation as determined by top management.

We hereby certify that this integrated management system accurately describes the quality system in use within the organisation to meet the requirements of ISO 9001:2015.

The quality system will be monitored, measured, evaluated, and enhanced regularly under the top management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

This policy will be communicated to all employees and organisations working for or on our behalf.

Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by top management and where deemed necessary, will be amended and re-issued. It is available to interested parties via our website and client portal.

Previous versions of this policy will be archived and are available upon request.

*Signed for and on behalf of Intelligent Workplace Solutions Ltd.*



**Martin Wells, Chief Operating Officer**

**WORKPLACE** | *Intelligent Workplace Solutions Ltd*

*28 February 2025*