

Quality Policy

Policy statement

InterQuest Group (UK) Limited (“InterQuest Group”) Quality Policy provides a framework for quality objectives. The policy details the Company’s commitment to meeting all applicable requirements (ISO 9001, customer, statutory, or regulatory) and demonstrates our commitment to the continuous improvement of our services.

Quality management approach

The Company adopts a stringent approach to quality management across all areas of our business operations. This includes ensuring that Company processes are documented and communicated, measurements are in place to monitor compliance to these processes and that they are as effective and efficient as possible.

It is InterQuest Group’s responsibility to ensure that the Company obtains feedback from clients, candidates, and colleagues, and that this feedback is analysed to highlight those areas that we do well in as well as those areas of our services provision that we need to improve on. The outputs of these activities are used to instigate improvement projects and initiatives, which are carefully designed to ensure that our business processes meet and exceed our customer, legislative, quality, financial and contractual requirements.

Framework

InterQuest Group is wholly committed to this Quality policy, which formally defines our dedication to the following:

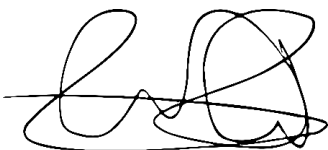
- Management, development, and continuous improvement of our Quality Management System (QMS).
- Ensuring that customer needs and expectations are properly determined and continuously fulfilled.
- Constant delivery of service excellence and exceptional customer and candidate satisfaction.
- Cascade of information relating to the importance of meeting customer needs and legislative requirements throughout the Company.
- Compliance with all legislation and regulations relating to our business operations.

Commitments

- **Customers:** to make the satisfaction of our customers' needs our primary goal, both now and in the future.
- **Staff:** to develop a working environment which recognises and rewards employee contribution to the organisation, and encourages personal and professional development on an ongoing basis.
- **Business:** to ensure profitable growth, providing an acceptable return on investments through the delivery of value for money services to its customers.
- **Leadership:** to adopt a consistently open, participative leadership style which harnesses the skills and enthusiasm of the workforce to the benefits of the Company's customers.
- **Training:** to provide training opportunities to all employees, encouraging professional development and support career aspirations.
- **Teamwork:** to build a company ethos which exudes team spirit and encourages collaboration amongst all employees.
- **Responsibility:** to create a working environment that encourages employees to assume responsibility for their actions.
- **Planning:** to continually identify areas of the business that would benefit from improvements to the quality management system (QMS), ensuring that amendments to processes and procedures are properly delivered by the Company's senior management team.
- **Competition:** to provide superior products, delivery, and service than InterQuest Group competitors.
- **Community:** to recognise our responsibilities within the communities in which the Company operates and contribute positively to those communities.

Key objectives

- to maintain our ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 certifications.
- to maintain a Net Promotor Score (NPS) of more than 50.
- to continually enhance employee competencies via a structured learning pathway.
- to meet and exceed customer expectations in every area of our business operations.
- to hold effective Management Review meetings where Quality, Environmental and FHS objectives are reviewed and measured.



Greg Coleshill, Chief Executive Officer

<i>Version number</i>	<i>Author</i>	<i>Revision description</i>	<i>Date</i>
2.1	Tom Walters	CEO name change Company name change	April 2024