

QUALITY POLICY

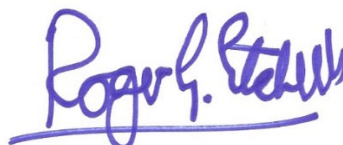
Here at Episode Consultants our sole objective is to always exceed our clients' requirements and expectations when working with us to establish effective business management systems, or use our associated consulting services such as environmental - or health and safety - management

In order to achieve this objective, we maintain an effective and efficient Quality Management System certified ISO 9001:2015 (drinking our own champagne you may say).

In particular, we always:

- Set measurable objectives that will help achieve customer requirements, including:
 - Certification for our clients to relevant ISO standards first time, every time they want it
 - Set and achieve objectives for each piece of work we do for you
 - 100% satisfaction of our clients
- Monitor and measure the effectiveness of our business processes and objectives through Management Reviews and the internal audit process
- Proactively seek feedback from customers on how well our services meet your requirements and set objectives for continual improvement
- Select and work closely with the best associate consultants and sub-contractors to allow us to deliver exceptional performance
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork
- Encourage all stakeholder, including clients, to identify problems and make suggestions to improve all aspects of our services and ways of working
- Ensure that all people doing work for us are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure we comply with all necessary regulatory requirements, and those made of us by you, our most valuable asset, the client.

The continual improvement of our Quality Management System is fundamental to our ongoing success and we work hard to both set an example for our clients by ensuring we live and breathe quality management in all we do and continually improve.



Managing Consultant

4th January 2024