



Quality Policy Statement

It is the policy of Restore Compliance to focus on providing a quality service to its customers and clients and has adopted a policy of providing client services which have the requisite to meet total customer satisfaction.

Restore Compliance sees its Quality Management System and objectives as an essential requirement for the long-term success of the business, and this is supported by its highly skilled staff, products and knowledge.

Restore Compliance is committed to providing a service to the client compliant with all clauses prescribed ISO9001 and quality standards which are directly accredited by the United Kingdom Accreditation Service (UKAS). This does not include opinions and interpretations, unless otherwise stated.

The quality policy is defined and reviewed by the Directors and Senior Management, who have a responsibility to implement any necessary steps to ensure suitable resources are allocated to enable the successful operation and upkeep of the quality manual.

The Integrated Management System clearly defines the resources, equipment and responsibilities required to undertake the activities in line with the overall scope and operation of the company. The manual also defines the procedures, which have been devised to ensure that the quality of the work carried out is in line with the company policy and legislation requirements.

It is the responsibility of all staff to fully understand and comply to the contents of the quality manual and related processes and procedures. In order to achieve the policy objectives, the company organisation is structured with established levels of responsibility, authority and inter-relationships. Overall responsibility and implementation of the quality system to Restore Compliance as a whole is assumed by the Risk and Compliance Department.

Restore Compliance is fully committed to providing a quality service to its customers using a combination of management principles, process, and ongoing programmes for assessment and continual improvement with an aim of maximising customer satisfaction, experience and compliance. To achieve this high level of quality the company have established a framework of objectives as a cornerstone of the Quality Management System; these include:

- To understand our customer needs and expectations and continuously seek to improve our services to enhance customer satisfaction.
- Communicate throughout the organisation the Quality Management objectives and the importance of meeting all customers legal and compliance requirements.
- Maintaining a healthy and constructive work ethic and environment that enables personnel to produce optimal output.
- Ensure the availability of resource, products and support to meet the customer needs and requirements.
- Establish the requirements and setting of SMART quality objectives.
- Provide confidence to customers that their requirements for HSEQ are being achieved in the delivered product or service.
- Conduct management reviews of the effectiveness of the Quality Management system and objectives.
- Ensure the quality policy statement is available and communicated to all interested parties.

- Restore Compliance are fully committed to work with any identified interested parties to establish and maintain the highest quality standards.

The management are committed to regularly reviewing this Policy Statement in order to ensure its continual suitability for our business needs.

Restore Compliance operates a Quality System which is appropriate to all aspects of the companies' accredited services. The aim of the system is to ensure that all staff carrying out accredited procedures and operations are suitably responsible and trained, and that the range of facilities and equipment and the scope of operations comply with all guidance and legislation. The quality system ensures that the criteria are met on an ongoing basis.



Jennifer Barrett – Director

April 2025

Review April 2028



Kathryn Morement – Director