

## Quality Statement & Policy

### Our Statement

We are committed to ensuring we consistently meet Client quality and reliability needs and expectations. We aim to achieve these in a safe, responsible, ethical, sustainable and environmentally sound way. This is supported by our vision, strategy, policies and procedures. We will actively promote and administer a strong Quality-focussed culture amongst our staff and our sub-contractors.

To ensure these objectives are realised, we have established an Integrated Management System incorporating the requirements of:

- ISO9001:2015 Quality Management Systems
- ISO14001:2015 Environmental Management Systems
- ISO45001:2018 Occupational Health & Safety Management Systems

### Scope

This policy applies to all persons working for, or on behalf of, Moore Insight in any capacity, referred to as “staff” within this policy. This includes employees at all levels, directors, agency workers, associate consultants, contractors, third-party representatives and business partners.

This policy does not form part of any contract of employment for those mentioned above and we may amend it at any time. The Company encourages all staff to raise genuine concerns about possible malpractice at the earliest practicable stage.

### Our Management Team

Our Management Team are committed to the leadership, implementation, development and continuous improvement of the Management System. This embraces all relevant policies, work practices, procedures and competencies to meet the developing needs of our clients, regulatory, statutory and other

requirements, including the aim to enhance customer satisfaction.

The Management Team has adopted a risk-based strategy to identify, assess and raise awareness of business risks and opportunities; implementing processes and procedures to prevent and mitigate negative risks whilst pursuing positive opportunities.

### Communication

The communication of the Management Team’s commitment to the management system is via this policy with associated procedures, training, supervision, work instructions, and day-to-day communications. All staff are encouraged to participate in the development of the management systems of work including relevant improvement projects.

Company policies, objectives and targets are established and reviewed during the ‘Management Review’. Objectives and obligations can also be established via legislation changes, periodically by Management directives and meetings, and for specific project works.

### Responsibilities

It is the responsibility of management and all staff to understand and apply this policy, associated procedures, practices and project / product specific documentation in all aspects of their work to maintain and improve our high standards and reputation. This policy and associated procedures are monitored by internal and external audit and inspection.

### Policy Distribution

A copy of this Policy is displayed in key offices and on the Intranet and is available to any interested parties, employees and persons working on our behalf.

As Directors, we have overall responsibility for this policy and have allocated all necessary resources for its implementation and ongoing compliance.



Peter Morley, Director



Brian Mahon, Director

17<sup>th</sup> January 2024

#### Contacts

If there are any questions regarding this policy or if you would like to contact us, please send an email to

[Operations.Team@moore-insight.com](mailto:Operations.Team@moore-insight.com)

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