

## QUALITY POLICY

The Quality Policy of the Company is to determine, agree and conform to our Customer needs & expectations, whilst fulfilling the requirements of BS EN ISO 9001: 2015, statutory and regulatory requirements.

The Company recognises that to be competitive and maintain good economic performance, we must employ management systems that continually improve the quality of our product and services and increase the satisfaction of our customers, employees, suppliers and society at large.

Key objectives of the Company are that the Quality Management System provides: -

- Confidence of our Customers that their requirements for quality and safety are being achieved in the service provided.
- Confidence of our management and staff that the requirements for quality are being fulfilled and maintained, and that quality improvements take place.
- A framework for establishing and reviewing quality objectives

We are conscious that the motivation of our employees is dependent on their training and understanding of the tasks they are expected to perform. It is part of our on-going training programme that this policy is communicated and understood at appropriate levels in the Company.

This policy statement is displayed on the Company's premises and made available to all those who request it.

**Quality and meeting customer requirements is the responsibility of every Acumen employee**

**This policy statement will be formally reviewed on an annual basis or sooner if circumstances dictate or there are changes in relevant legislation**

**Signed and accepted on behalf of the company**



**Andrew Crossley**  
**Managing Director**  
**1st January 2022**