

#QMS001

YOUR OPTION SERVICES LIMITED: QUALITY POLICY

Introductory Statement

At Your Option Services (“Your Option”) we are committed to developing and maintaining our business so that the services we provide consistently meet both the customers’ and our high expectations.

To achieve this objective, the organisation will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

Ensuring Consistent Quality

We shall achieve and maintain the aforementioned quality by:

1. Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them;
2. Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process;
3. Implementing ISO 9001:2015 to ensure our clients’ expectations are met by placing emphasis on their needs throughout our quality management system;
4. Ensure the consistent provision of services that meet our customers’ expectations, all done in strict accordance with Your Option’s statutory and regulatory requirements¹;
5. Building long-term relationships with our customers and suppliers; understanding, communicating and servicing their needs in an open, honest, constructive and positive way;
6. Proactively seek feedback from customers on how well its services meet their requirements and set objectives for continual improvement;
7. Generating profit for our shareholders and providing stable and interesting work-related opportunities for our employees and contractors;

¹ Statutory and regulatory requirements naturally differ between the different services offered by Your Option. As such, these can be found throughout the QMS depending on their applicability to the service.

8. Providing our employees and contractors with the necessary training, resources and statutory assurances² to ensure a positive working environment and a high quality of work completed;
9. Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
10. Using available resource to improve performance and quality as designated by senior management;
11. Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork; and
12. Periodically evaluate and review our systems and the quality policy refined to achieve a consistently high provision of Quality service that satisfies the customers changing requirements.

Your Option Services LTD regards customer communication as vital to the effectiveness of the quality system. Your Option commits and holds itself to the highest possible standard of quality service in all areas of its operations.

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business, and must be supported by all employees as an integral part of their daily work.

Signed: *Lisa Dumonbreville*

Lisa Dumonbreville

Position: *MANAGING DIRECTOR*

Date: 09.03.2025

² In relation to any and all applicable employment rights, including Health and Safety regulations.
Version 2. Last edited: 9th March 2025