

## Quality Policy Statement

D2 Global (known as 'the company') is committed to providing the highest levels of service and delivery to its clients. We take our responsibility to manage quality very seriously and recognise continual improvement as a business requirement and part of the culture.

We are committed to meeting customer expectations and to deliver on time with quality and we will continually measure our improvement against specific quality KPIs.

The review of service and delivery will be ongoing to ensure that client requirements are maintained and wherever possible such requirements and expectations are exceeded.

The following approaches have been developed to support the delivery of our services:

### **People:**

Our employees are our greatest asset, and we ensure they are suitable qualified and experienced to enable them to be competent in their areas of work.

We will develop a working environment where every employee is motivated to continually improve the efficiency and effectiveness of the company.

We have channels of communication in place to encourage all employees to contribute to improvements in our quality performance.

### **Quality Management System:**

We have a management system for quality that is aligned with ISO 9001.

We use a risk-based approach to address the requirements of the business both internally and externally.

Our Quality Management System is reviewed, monitored, and developed to ensure we are delivering customer and stakeholder satisfaction.

An internal management system audit process has been established to ensure compliance and identify best practice.

We will seek structured feedback from our customers.


**Policy:**

This policy is applied to all activities of the business that affect service quality, and will be audited, reviewed and updated as and when necessary.

The implementation of this policy is supported by the commitment of the management team. To ensure continuous improvement is adopted, the company will establish quality objectives that support our commitment and measure our performance against both internal and external standards.

This policy will be briefed to all staff throughout the organisation and appropriate resources, training and mentoring will be provided to meet these commitments.

This policy will be reviewed at least annually for its effectiveness and compliance will be monitored through regular inspections and audits.



Signed  
CEO

Date: 14<sup>th</sup> November 2023  
(Rev: 11)