

## Quality Policy

It is the policy of Delivery Associates to maintain a quality system designed to meet the requirements of ISO 9001:2015 in pursuit of its primary objectives, the purpose and the context of the organisation.

**It is the policy of Delivery Associates to:**

- Transform the lives of citizens around the world by helping governments to deliver better public services
- give satisfaction to all of our clients and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities, including health and safety;
- provide all the resources of equipment, a trained and competent team and any other requirements to enable these objectives to be met;
- ensure that all colleagues are made aware of their individual obligations in respect of this quality policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Client service is an essential part of the quality process and to ensure this is fulfilled, all colleagues receive training to ensure awareness and understanding of quality and its impact on client service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by “Senior Leadership” to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.



**Leigh Sandals**  
**Chief Executive Officer**



**Sir Michael Barber**  
**Chairman and Founder**

**DATE: 31 January 2020**