

PROTECTED**QUALITY POLICY****1. Purpose**

This policy document lays out our statement of intent regarding the quality of services that we offer.

2. Scope

This policy relates to staff, contractors, families/guardians, and Board members of 24/7 Nursing and Medical Services and 24/7 Contact Solutions Support, hereafter referred to as '24/7'.

3. Policy

24/7 is committed to providing the highest level achievable in the quality of our all products and services in accordance with the client's requirements and the applicable statutory, regulatory and industry requirements.

24/7 aims to achieve improved productivity, efficiency, and quality by having an effective and properly managed Business Management System conforming with the requirements of ISO 9001:2015 exceeding clients' expectations.

24/7 objectives are measurable and consistent with the quality policy, including a commitment to continual improvement, organisational excellence, and quality awareness through:

- Innovative process improvements
- Training our people
- Offering competitive rates
- Value for money to our clients

24/7 will provide strong leadership and lead by example to ensure all our people:

- Understand and take ownership of our quality and service standards,
- Provide value-adding service and gain high levels of client satisfaction,

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- Provide ongoing improvement by setting high standard quality requirements, and
- Are encouraged to voice new ideas and innovations and continuously review and improve our work processes.

This policy applies to 24/7 in all its operations and functions, including those where our people are required to work off-site.

01.11.2023

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Signed: **Evelyn Joyce** – Director

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Date

01.11.2023

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Signed: **Lesley Harrison** – Director

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Date