1. Purpose of this policy

Atlink Ltd Top Management is committed to and recognises that achieving high standards of Quality Management is an integral part of Operational Performance. The principle of this policy will be appropriate for all Atlinks business activities and demonstrate Top Managements commitment to meet or exceed our customers' expectations. It will also provide a framework for setting quality objectives and ensure continual improvement of our services are in line with the ISO requirements.

2. Support

They will ensure that such resources, facilities, finances, information, instruction, training, and supervision is provided as is necessary to facilitate continual improvement of the integrated management system and in particular quality management in this context.

3. Roles, responsibilities, and authorities

Atlink Ltd Top Management accept their respective responsibilities for all Quality related matters detailed within the requirements of ISO 9001:2015 for all Company activities. They shall ensure that the responsibilities and authorities for relevant roles are assigned, communicated, and understood within the Company. Below are the roles, responsibilities and authorities assigned to personnel within Atlink Ltd.

➢ **Top management shall**

- Creating and adhere to the quality policy
- Create a positive organisational culture
- Plan and set quality objectives
- Assign responsibilities, authorities and ensure they are communicated and understood
- Provide support and resources required for effective implementation of the system
- Review quality objectives at agreed intervals.

➢ **IMS manager**

- Ensuring that the IMS meets the requirements of the standard
- Monitors the system which is internally and externally audited
- Conducts internal audits
- Process ownership and maintenance
- Reporting on the performance of the IMS to top management
- Day-to-day running of the IMS

➢ **Managers & Team Leaders**

- Implementation of the quality policy criteria
- Manage customers' requirements, needs and or expectations
- Ensure continuous professional development of employees
- Engauge with employees to identify opportunities to build a quality culture in the Company
- Provide input into planning, setting, and reviewing quality objectives

- Carryout the responsibilities within the assigned role for quality management, such as evaluating processes for efficiency and productivity
- Optimise and standardise processes.

  ➢ **Employees**

- Following the quality policy
- Provide input into quality objective reviews
- Comply with the aims of the quality management system, delivering excellence in the services provided
- Engauge with Line Managers and Team Leaders to maintain a quality culture within the Company
- Undertake training opportunities identified

4. Quality objectives

Atlinks quality objectives are set for all areas of the business that impacts our customers' experience with our services'. These objectives will help us determine the quality of our deliverables and are set measurable goals so we can objectively determine whether they have been achieved. These objectives will also assist to guide our processes to deliver continual improvement of our services.

5. Continuous improvement

Atlink Ltd is committed to meet and exceed the needs and expectations of our customers and interested parties through the planning, implementation, reviewing and continuous improvement of our quality management system.

6. Policy statement

This Atlink Ltd Policy Statement will be issued to all employees and be available on request to all interested parties. This Policy is continually being monitored and developed and will be formally reviewed annually, though on exception amendments may be implemented at other times as required by legislative changes.

This policy may be amended at any time.

This policy meets the requirements of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018.

Signed for and on behalf of the Atlink Ltd Board:

Adam Cockwell
Director
Atlink Ltd