

We aim to provide our clients with services of exceptional quality. We realise that our success depends on developing our services to meet our clients' requirements. We strive to improve our professionalism and efficiency at every opportunity and pride ourselves on our business ethics. We endeavour to understand our clients, anticipate, and satisfy their needs, always act in their best interests, and try to exceed their expectations.

It is the policy of the company to maintain a quality system designed to meet the requirements of EN ISO 9001:2015 in pursuit of its primary objectives. The firm's Business Operational Standards System defines our quality objectives and key procedures.

Client service is an essential part of the quality process and to ensure this is fulfilled, we ensure that the Business Operational Standards System is communicated and understood throughout the organisation.

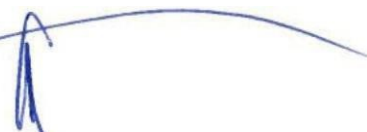
To ensure that TFT maintains its awareness for continuous improvement, Senior Directors commit to ensure that the Business Operational Standards System is regularly reviewed and is subject to annual audit.

The Quality Policy is reviewed at least annually by Senior Directors to ensure its continuing suitability.

The requirements of the firm's Business Operational Standards System are mandatory and all TFT personnel have a responsibility and obligation to these.

QUALITY OBJECTIVES

- To achieve and maintain a level of quality which enhances the firm's reputation with clients.
- To progressively grow our business while maintaining our focus on the quality of our services.
- We will conduct our business in an ethical and professional manner.
- To ensure that our clients' needs are clearly identified and met by ensuring that the services provided are designed to meet those needs and are properly and effectively executed by staff of the highest possible calibre.
- To identify the exact needs of the client and to ensure that those needs are met through the highest possible standard of documentation and services.
- We will analyse client feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.
- Demonstrate our commitment to continual improvement by setting targets and objectives for our services and TFT activities and review these measures on a regular basis.

SIGNED 

Christine Keates Lewis – HR and Operations Senior Director

For and on behalf of Tuffin Ferraby Taylor (TFT) Ltd

1 November 2023