

# QUALITY POLICY



Fulcrum recognises that the quality of our service underpins the future success of our business.

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

Fulcrum operate with customer focus at the forefront of our thoughts at all times. We consistently demonstrate our capability to provide products and services that meet and exceed customer and regulatory requirements. Through proactively monitoring our customer experiences we maximise our opportunities to enhance customer satisfaction. From the smallest procedure to the largest contract, quality is our drive to customer satisfaction and to our future business and embedded in our Fulcrum SPIRIT values.

The six values that express the spirit of Fulcrum and its people are:



The spirit of heart, mind and commitment to be the best, for our customers, shareholders, ourselves and within our sector.

The aim of our quality management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations.
- Customer satisfaction remains inherent to our business.
- Our customers' requirements have been fully understood and met.
- All work is carried out consistently to a defined standard.
- We have the skills and resources to fulfil our customer requirements.
- Our staff are fully trained and involved in quality improvement.
- We strive to continuously improve our systems and procedures.
- We only use services that meet our own quality assurance standards.
- A professional approach to customer interface is maintained at all times.
- Any complaints are dealt with efficiently and within an acceptable time period.

## Quality Review

The application of this policy and the effectiveness of the Quality Management System will be reviewed by a competent person at least once in each calendar year or on significant change in the Group's operations. This policy is communicated to all employees throughout the organisation, also to our contractors and clients. It is available to the general public by it being displayed in a prominent location within all our occupied buildings and on our company website. <http://www.fulcrum.co.uk>.

Martin Harrison  
CEO

Date: August 2018