



Quality Policy

Glen is a private company, based in Bristol. The Company has become a well-respected name in the marketplace and aims for the highest professional standards by anticipating and fulfilling our customers' needs and producing high quality work.

Glen believes that its market expects a continually improving service. We aim to continually improve our QMS in accordance with ISO 9001:2015. We continue to improve our finished product and feel justifiably proud of it. Only by providing an outstanding service and product quality will we be able to achieve our aims of long-term success and sustained improvements.

Glen aims to achieve the above by implementing a management system that complies with the international standard of good practice BS EN ISO 9001:2015. It also includes our commitment to meet the requirements of our clients and where possible exceed them. We will meet the requirements of any legal, regulatory or compliance obligations. We will be continual to develop the system to ensure it remains effective. This will be completed by using our Quality Management System which will be monitored and maintained. All personnel within the company are responsible for the quality of their work and shall be made aware of this policy, objectives, and their obligations to the quality management system. The company provides training and has established systems to assist all personnel to achieve the standards required.

Objectives will introduce at relevant levels and functions and will be monitored at regular intervals; these will be used to ascertain and improve customer satisfaction. This policy will be documented and communicated to all our employees and all relevant interested parties.

SIGNED
Managing Director

Date Reviewed: June 2024

Please Note: Any reference to 'Glen' incorporates all organisations within the Glen Group of companies including Merak UK Holdings Ltd., Glen Group Ltd, RCB Business Solutions Ltd. & Glen Group Benefits Ltd.

Prepared By	Reviewed By	Approved By	Version 4
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