

QUALITY POLICY

This policy covers both AGS One and AGS Recruitment.

AGS is committed to providing a consistently high standard of service that meets, and where possible exceeds, customer needs and expectations and to working with our workforce, suppliers and customers to establish and maintain the highest quality standards.

To achieve this, the organisation operates the AGS Blueprint that:-

- maintains certification to the Internal Standard ISO 9001:2015;
- helps us delight our customers;
- helps us to improve the effectiveness and profitability of our activities;
- continually develops our services;
- continually develops the AGS workforce;
- promotes collaborative working with our workforce, clients and service providers;
- promotes lean principles to improve efficiency.

The Board is committed towards a programme of continual improvement in quality performance, and shall set and monitor our quality objectives. We shall provide adequate resources to analyse and review all aspects of the Integrated Management System.

All procedures laid down in this IMS Manual and supplementary Operating Procedures and Processes have been approved by the undersigned and it is the express responsibility of Management to ensure that the AGS workforce are aware of, and work to, the Quality Policy and planned procedures and processes.

This Policy will be reviewed annually or whenever legislative changes are made.

Signed by:

A handwritten signature in blue ink, appearing to read 'Andrew Sim'.

Andrew Sim, Group Managing Director

Date: 4 August 2023