

## QUALITY POLICY

It is the policy of the charity to maintain a quality system designed to meet the requirements of ISO 9001:2008 in pursuit of its primary objectives.

The charity's Quality Manual defines our quality objectives and key procedures. Our quality commitment is to:

- Keep older people safe and well
- Be older people-centred
- Be well governed
- Be an effective organisation
- Value our volunteers and staff
- Be committed to working in partnership

Continual improvement will be sought in all of these areas.

Through meeting the Age UK Charity Quality Standards (CQS) and the requirements of ISO 9001, Age UK Surrey will demonstrate its commitment to achieving customer satisfaction, legal and regulatory compliance. The CQS and requirements of ISO 9001 also set the framework for our quality objectives and continuous improvement of the Quality Management System (QMS).

The Board of Age UK Surrey are committed to working within the CQS and requirements of ISO 9001 and are aware of their responsibility for ensuring all legal obligations are met, seeking professional and other advice when required.

The Board and Senior Management Team are committed to meeting the quality requirements of the CQS and ISO 9001 and will ensure adequate resource and support is provided for the effective implementation and continual improvement of the QMS.

Senior Management ensure that this policy and related procedures are communicated throughout the organisation and that all staff are familiar with the requirements of the CQS and ISO 9001 and the implications for their role and responsibilities. It is the responsibility of all staff to implement the requirements of the CQS and ISO 9001 to ensure consistency of quality throughout all our operations.

This policy is reviewed regularly by Senior Management to ensure its continuing suitability and consistency with the organisation's overall business policies.

A handwritten signature in blue ink, appearing to read 'Sue Zirps', is positioned above the printed name.

Signed:

Sue Zirps (Chief Executive)