



Quality Policy

1. Policy

ServicesNowGroup (incorporating DictateNow and InTouchNow) operates a Quality Policy dedicated to ensuring that its services fulfil the obligations and commitments set on service providers by regulatory standards and best business practise to the highest standard of performance and reliability.

The following objectives support this policy:

- It is ServicesNowGroup's policy to maintain a quality management system that meets the requirements of and is certified to ISO 9001. Our policy for maintaining this system is based on the fundamental principles of measuring and planning for continual improvement in the areas of quality performance. This is achieved by establishing, implementing and reviewing objectives for quality management designed to improve upon Client satisfaction and service quality. These objectives are documented and managed within the Company's Continuous Service Improvement Plan.
- We will continually review the suitability of our quality management system, procedures, and working practices in conjunction with the demands and expectations of our Clients, employees and any person(s) working under the company's control.
- Our policy is to work closely with our Clients in pursuance of excellence in all aspects of our services. Employees must have a positive commitment to ensuring the quality of our services is established and maintained at the highest level and must respond quickly and efficiently to achieve the performance standards required of them.
- The Quality Policy involves all employees, who must fully understand the principles and objectives involved. Practical assistance and training will be provided whenever necessary to ensure that the appropriate knowledge and experience is acquired for the successful implementation of required actions.

This Policy will be made available to interested parties, if relevant and appropriate.

The Policy is supported by the Company's Quality, Information Security and Business Continuity Management objectives.

This Policy is reviewed annually by the Managing Director and may be updated as part of our continual improvement plan.

Approved by..... Managing Director

Date 30th May 2018



Revision History

Date	Version	Author	Reason
06/04/2016	V1	Annie Downes	Approved for Use
30/5/2018	V2	Annie Downes	Reviewed and amended to include reference to BCM objectives