

## Quality Policy Statement

Carter Jonas LLP is one of UK's leading providers of property consultancy services.

The Carter Jonas Management Board is committed to providing high levels of service to our Clients through Quality Management. We have implemented a Firm wide policy designed to maintain and review our strategic direction with the procedures necessary to ensure that stakeholder needs and expectations are met or exceeded by the use of professional knowledge and skill, as well as compliance with the appropriate standards.

We are committed to ensuring that our Quality Management System (QMS) is continually improved and meets, as a minimum, the applicable legal and other requirements of our Clients and the appropriate controlling bodies. We monitor our Quality performance to establish benchmarks, set objectives and develop action plans, to ensure active continuous improvement.

Carter Jonas has developed and implemented a QMS which conforms to the requirements of BS EN ISO 9001:2015. The QMS has the full approval and support of the Carter Jonas Management Board.

The QMS is fully documented in the Integrated Management System (IMS) Policy Manual and associated documents.

All Carter Jonas people are trained in our Quality procedures, associated documentation and their individual responsibilities, to ensure the quality of their work, customer satisfaction and the continuing successful application of the QMS.

All Carter Jonas people are required to participate in the regular review and assessment of the QMS (as relevant to their assigned tasks), thereby ensuring its continued effectiveness and relevance to evolving needs. These reviews include internal and external audits and customer feedback. Management reviews are undertaken at least annually.

**Signed:**



Mark Granger

**Company:** Carter Jonas LLP

**Job Title:** Chief Executive

**Date:** May 2020. Next review date May 2022.