



QUALITY POLICY

CV Check are committed to delivering exceptional screening services to our clients that **consistently meet or exceed their expectations.**

To this end we maintain and operate a quality management system that meets the requirements of **ISO 9001:2015** (or any other standard in line with Annex SL Structure) and thereby continually strive to improve the effectiveness and performance of our entire organisation.

CV Check's robust quality management system provides a framework for setting, monitoring, reviewing and achieving all objectives, programmes and targets.

It is the policy of CV Check to:

- **Strive to deliver total satisfaction** to all our clients, candidates and other interested parties.
- **Assure the complete security and integrity** of all client and candidate information together with the confidential disposal of data in line with our Privacy Policy.
- Operate an **entirely safe working environment** for employees and visitors/contractors by reducing hazards, preventing injury, minimising the risk of infection and contamination.
- Comply with all **legal requirements**, codes of practice and all other regulatory requirements applicable to our business activities.
- Provide the all the **resources and technology** together with trained and competent staff to enable our quality objectives to be met and exceeded – encouraging **continuous innovation.**

Exemplary customer service is essential to the CV Check culture, all employees receive training to ensure ongoing awareness and understanding of service quality and its impact on the organisation.

CV Check is committed to continuous improvement, to this end the quality system is regularly reviewed by "Top Management" to warrant it remains appropriate and suitable to the organisation. Employees are also instrumental in reviewing the effectiveness of the quality management system which is subject to both internal and external audits on a regular basis.

Katie Turpin
Managing Director