

## Quality Assurance Policy

Beyond Green is a leading sustainability advisory practice that is committed to the delivery of impartial advice and high quality services to its clients throughout Scotland and the United Kingdom.

Although Beyond Green does not have a formal quality management system given its size, we clearly define project deliverables in all major tenders and proposals and provide a robust process for ensuring that all project variations are documented and agreed. For specific projects, deliverables are internally reviewed for quality.

Our Quality Assurance Policy is designed to ensure that all our work complies with the professional standards, code of ethics and requirements of:

Institute of Chartered Accountants England and Wales

Institute of Environmental Management and Assessment

Society for the Environment

### We specifically commit to:

- Enter into engagements where SOS has the required expertise to meet the client expectations, and where appropriate collaborate with other experts to deliver a high standard of service.
- Understand and comply with client requirements and expectations whilst being commercially viable.
- Continually improve our quality and commercial performance by analysis of past trends and data together with continuous research, planning, and customer awareness.
- Ensure our staff have sufficient training /supervision to carry out their tasks.
- Inform all sub-contractors and staff directly related to the deliver of client work of our quality objectives and professional standards that we adhere to.
- Investigate fully any areas of client dissatisfaction to ensure we continually improve our standards.
- Seek written client testimonials of our work to publicly demonstrate the quality of our services.

### Communication

This policy is published on the company website and is available at office.

Signed:



PAUL ADDERLEY, Managing Director.

March 2017

Member of the  
ICAEW Business  
Advice Service

