



**DALCOUR  
MACLAREN**

# QUALITY POLICY

Policy Owner: Chief of Staff

Policy Number: 04 Version Number: 3.2

## Introduction

At Dalcour Maclaren (DM), we are committed to delivering a service that consistently meets and exceeds the expectations of our clients, staff and other stakeholders, regulatory requirements and relevant standards. Quality is a fundamental part of our business and is embedded within our culture, processes and decision-making.

## Scope

This policy applies to all our team members, whether you're a director, a long-term employee, a temporary staff member, or a contractor engaged with us. It also covers visitors to our locations and anyone else who might be affected by our activities. We're all in this together!

## Our commitment to quality

Our approach includes:

- **Customer Focus:** Our client come first. We are committed to not just meeting, but exceeding expectations with reliable, innovative products and services. We listen, we care, and we aim to delight in every interaction.
- **Continual Improvement:** We're on a never-ending journey towards excellence. Whether it's refining our processes, adopting cutting-edge technologies, or enhancing our skills, we learn from the past and innovate for the future. We thrive on creativity and encourage every team member to bring forward ideas that make us better.
- **Compliance and Standards:** Integrity is non-negotiable. We strictly adhere to industry regulations and standards. Moreover, we operate an ISO 9001 certified Quality Management System.
- **Training and Development:** Our team is our greatest asset, and we invest in them wholeheartedly. Through comprehensive training, resources, and support, we empower our employees to excel in their roles and align with our quality ambitions and contribute to our quality management system. Our dynamic mix of new talent and seasoned experts makes our team stronger and full of fresh perspectives
- **Supplier Relationships:** Strong partnerships are key to our success. We work closely with our suppliers to ensure the products and services we procure are of the highest quality, which helps us keep our promise of excellence to our clients.
- **Risk Management:** Proactivity is our policy. We identify and address risks before they become issues, ensuring that our service quality remains high. This includes staying in tune with client feedback and monitoring our team's job satisfaction regularly.

- **Measurable Objectives:** We set clear, relevant and quantifiable goals within our business plans and review our progress through regular meetings. This allows us to stay on track and adjust as needed, ensuring continual improvement.
- **Environmental, Social and Governance:** We're committed to doing well by doing good. We strive to minimize our environmental impact and contribute positively to the communities we serve, with detailed commitments outlined in our specific policy statements.
- **Accountability:** Top management at DM take accountability for the effectiveness of our quality management system, to ensure it achieves its intended results.

## Review and continual improvement

We will review this policy annually or sooner if significant changes occur. We encourage everyone to actively participate in suggesting improvements to ensure that our standards for quality management are always advancing.



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