



## Quality Policy

*Lead Consultants will consistently exceed our clients' expectations for our services and ensure we deliver our clients' projects on time and within budget. We will achieve this by continually developing our people to expand their skills and knowledge and identifying and implementing improvements to our systems and processes. Lead strives to be the industry leader and aims to be recognised for our expertise in delivering sensitive and live environment projects.*

Lead believes the success of the company and its projects is reliant on the implementation of its Business and Quality Management. The implementation of Quality Management Systems is intended to be an iterative process under which frequent review identifies areas for improvement or preventive action to achieve a continuous improvement in the quality of the procedures themselves.

Wherever possible, the QMS defines the procedures and controls that shall assist all employees in achieving the company's quality objectives. Lead recognises that due to the varying nature of projects and clients with which the company works, it is not appropriate to develop procedures that prescribe the activities required in all circumstances. In recognising this, Lead:

- Will only employ staff who are suitably qualified for the tasks which they are required to undertake or commit to engaging in the development of entry-level candidates who are committed to learning about the industry;
- Offer training and professional development in new practice areas or areas where individual weaknesses are identified; and,
- Ensure that junior members of staff are supervised at all times by the Project Leader on all projects.

The Company's Directors will maintain that the quality objectives are under continual review, which shall be informed in particular through Quality Management Reviews, Project Audits, the results of Client Satisfaction Questionnaires and other external feedback. Whenever quality objectives are amended, this shall result in the review and update of the QMS procedures to suit and re-issue these updated procedures. Lead Consultants Directors and staff are committed to satisfying all applicable requirements imposed by ISO 9001:2015 and support the implementation of and improvement to quality management processes.

**Sam Fairless**  
Director  
10 May 2024

**Andrew Pitt**  
Director  
10 May 2024

**Kendal Riner**  
General Manager  
10 May 2024