

## Quality Policy

This is the Quality Policy of Balcony Business Services Limited (Balcony). It is subject to review at least annually to ensure that it remains appropriate to the business' purpose, the context within which we and all interested parties operate and continues to support our scope of work. Balcony is not externally certificated to ISO9001(2015) but maintains its management system in accordance with the requirements of the standard in order to benefit from its structure and concepts.

Balcony is a small company. Continued awareness and understanding of this policy is assured by initial induction, briefing of changes and ongoing discussion of suitability where relevant. The policy is available at the Balcony office and on our website ensuring its availability to relevant interested parties including, clients, suppliers, enforcement agencies, employees, visitors & neighbours.

This policy ensures continued compliance with all relevant legal and regulatory requirements including the ISO9001(2015) Quality management systems standard and those of Network Rail and other interested parties. Objectives are set and implementation is measured against key performance indicators to support this policy and the Balcony business plan, to ensure continual improvement of our processes, people and performance. Responsibility and accountability remain with the directors, one of whom is an active consultant and auditor. Company objectives are our personal objectives. Monitoring of the effectiveness of key areas of policy and process are measured on the basis of risk. The directors take responsibility for the effective implementation of corrective action.

The directors demonstrate behaviour-based leadership to those they come in contact with through a positive attitude and clear communication of quality issues. Behaviour is measured through performance monitoring and informal discussion.

Operational and company risk is managed by working within the context of the business and ensuring that the needs and expectations of interested parties are always met to identify potential improvement to policy, process and behaviour.

Balcony personnel, visitors, contractors and clients are required to co-operate with RDL to implement this policy.



Paul Saddington  
Director

1<sup>st</sup> January 2024

**Balcony Business Services Limited**