

QUALITY ASSURANCE QUALITY POLICY STATEMENT

The objectives of the management of Robert Walters is to provide a service, the level of which shall be of the highest possible standard, while aiming to meet or exceed the expectations of all its customers. This shall also include compliance with customer and regulatory requirements and the codes of practice from within the industry. Robert Walters will achieve this by:

1. Generating continual financial growth.
2. Ensuring that all staff are trained to provide the service required.
3. Continually improving the level of customer service.

These objectives are monitored as part of the management review and internal auditing process and are analysed with a view to continual improvement.

To assist in meeting its objectives, the Company carries out Quality Assurance activities in accordance with the requirements of ISO9001: 2015.

The responsibility for the effective implementation and monitoring of the Integrated Management System (IMS) is held by the Management System Representative, David Underwood, who ensures that the Company's personnel are fully conversant with this Policy.

The Policy Manual has been compiled to describe the IMS used by the Organisation to ensure compliance with this Policy. Company Procedures have been written to formally control management activities and responsibilities.

This Policy is communicated to all staff, who are encouraged to communicate any potential improvements to the system that they have identified.



Kevin Bulmer
Chief Technology Transformation Officer



Alan Bannatyne
Group Finance Director

