Cotswold Archaeology

QUALITY POLICY

Cotswold Archaeology Ltd is committed to providing services according to our clients' expectations in terms of quality and reliability and will ensure that adequate resources are available to sustain our planned business objectives. It is the policy of the organisation to commit and maintain a quality system designed to meet the requirements of BS EN ISO 9001:2015. We ensure that this Quality Policy is communicated and understood throughout the organisation.

Client service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on client service. We have established Quality Objectives which are subject to regular review to ensure that they remain suitable. To ensure the organisation understands and commits to comply with legal and other requirements and maintains its awareness for continuous improvement, the Trustees/Directors and Senior Management have established and implemented this policy to ensure that the Quality Management System is regularly reviewed for adequacy and effectiveness.

In our pursuit for quality we have set the following Management Objectives;

- To maintain an effective Quality Management System complying with BS EN ISO 9001:2015.
- To achieve and maintain a level of quality which enhances the organisation's reputation with its clients.
- To evaluate business performance while maintaining our focus on the quality of our services.
- To conduct our business in an ethical and professional manner.
- To endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit it and put things right as soon as possible.
- To evaluate our suppliers to ensure that they are delivering quality that is consistent with our requirements.
- To analyse client feedback, internal performance, financial performance and business performance data to enable us to measure the effectiveness of our Quality Management System and our commitment to continual improvement.

Signed Laura Evis Date 18/03/2026

(Laura Evis, Chair of the Board of Trustees)