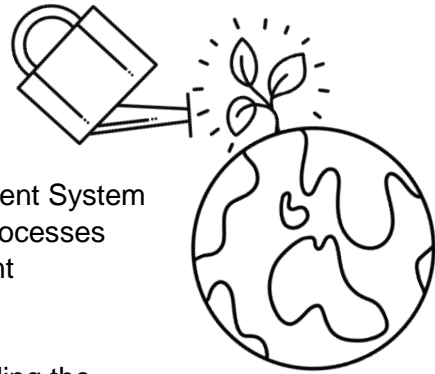


Planet Mark Quality Policy



The Planet Mark values are living within the Business Management System to enable Quality and Resilience through the life cycles of our processes and procedures, which ensure proactive and robust management of its inputs and outputs.

Quality is the core principle within the Planet Mark Values, enabling the organisations passion and enthusiasm to communicate to our customers empowering robust and efficient ways to reduce carbon through our certification products and services.

Planet Mark Values

	 Ambitions	 Collaborative	 Optimistic	 Robust	 Transformative
Business Values	Our vision of a thriving planet requires big ambition and urgent action.	We are united by our common purpose and join forces to make a positive difference.	Our positive outlook allows us to drive passion and enthusiasm in others.	We apply rigor to everything we do so we may speak with confidence and authenticity.	We embrace change as we transform ourselves and the world around us.
Quality Values	The business improvement programme has huge ambitions and is a step towards helping the certification team become the best in class and achieve excellence. The programme details lots of action in a short amount of time, maintaining a sense of urgency.	We need everyone's input and help to achieve this. A change programme requires buy-in from everyone, and support along the way.	These changes will help everyone in the business, giving sales and marketing more of a platform to highlight our excellence.	There is a strong focus on documenting and improving processes and quality and creating a safety net for the team	Improving systems and preparing us for the next step of digitisation and working to the ISO 17065 framework will help our customers achieve our mission in improving sustainability.

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*ISO 9001:2015 defines Quality as 'supporting the strategic direction of an organisation'.
The organisations commitment to provide an appropriate system which supports
Its quality objectives to ensure continual improvement*

Purpose

Planet Mark are dedicated to maintaining quality and improving to ensure we develop today, tomorrow and into the future. The purpose of this document is to communicate the organisations commitment to ensure proactive management and continual improvement of the mechanisms used to support the organisations products and services.

Each member of the Planet Mark team is accountable for the quality of its activities and services in accordance with the processes and procedures as identified in the Business Management System.

Quality Objectives

The following objectives are drawn from the organisation's Annual Strategy Plan, Business Development Plan and discussions at Management Review meetings.

- Ensure quality of products and services provided by Planet Mark and Third Parties are of the highest standard to deliver customer expectations
- Monitor and Improve the BMS to satisfy the requirements of ISO standards
- Be a certification leader in carbon reduction
- Continually improve products to meet changing legislative requirements
- Increase engagement with Government and authoritative bodies to improve collaboration with the Planet Mark values

Commitment to Quality

The Quality Policy is supported by the Chief Executive Officer and the organisations management team. The policy has been communicated to all Planet Mark staff and will be reviewed in line with the Review Table to ensure continuing control.