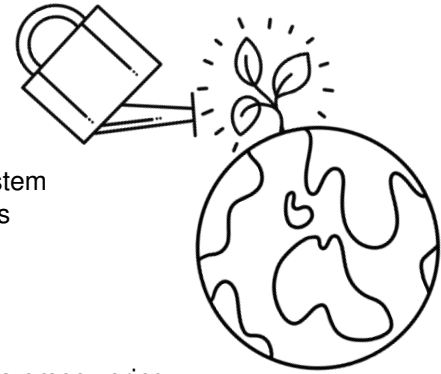


# Planet Mark Quality Policy



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.

*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.

- 1. Membership Retention**  
By continuously improving quality assurance processes within our certification cycle, we hope to ensure our business certification product conforms to the requirements of ISO 9001, scheme rules, legislation and member expectations
- 2. Membership Growth**  
To improve efficiencies by continuing to integrate technology, facilitating faster data collection creating a dynamic environment, creating a positive member environment in line with our mission and vision.
- 3. Accelerate Turnover**  
To develop product offering and expand brand reach, retaining members and create positive impact in industry sectors expanding membership base.
- 4. Product Excellence**  
To deliver products right first time in harmony with customer requirements and scheme rules and develop new initiatives.
- 5. Customer Satisfaction**  
To become a customer advocate and build loyalty by continuing to learn our customer wants and needs, delivering above expectations creating impact.

## Commitment to Quality

This 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.



Scott Armstrong  
Chief Operating Officer

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Chief Operating Officer