



QUALITY POLICY

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REED & MACKAY

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POLICY STATEMENT

The Board of Reed & Mackay recognise the importance of Quality and that maintaining the highest standards of service is fundamental to the brand promise of “*Extraordinary Travel Management*”. The “brand pillars” of “*Extraordinary Service*”, “*Considered Confidence*” and “*Deeper Understanding*”, “*Inspired Intelligence*” and “*Sharper Efficiency*” are integral to our commitment to never compromise on the quality or compliance of our products and services.

At Reed & Mackay, Quality is at the core of our business activities and embodied in our Mission Statement ‘*We live to deliver unrivalled business travel management harnessing leading technology and our dedication to remarkable service*’.

Reed & Mackay has built a reputation for consistently delivering exceptional service through attention to the smallest of details, ensuring nothing is left to chance so that service is consistently delivered both effectively and efficiently.

Our brand promise and values underpin Reed & Mackay’s commitment to embedding Quality in our activities and our culture; continually improving the way we work and provide extraordinary service.

The aims of the Quality policy are:

- To demonstrate support for, and commitment to, providing extraordinary service to clients, both external and internal
- To promote awareness of quality and encourage all employees to proactively identify and support improvements to our service, products and the Quality Management System
- To continually challenge ourselves to identify and address risks and opportunities applicable to Reed & Mackay and its chosen markets, ensuring our products and services are in line with market trends and expectations
- To comply with all relevant regulatory, contractual and legislative requirements and obligations

POLICY SCOPE & COMPLIANCE

This policy applies to all employees and contractors working for, or on behalf of Reed & Mackay and covers all products and services offered. All staff are responsible for complying with this policy. Willful or negligent disregard of this policy will be investigated and may be treated as a disciplinary offence.

Through compliance to the International Standard for Quality Management ISO 9001, Reed and Mackay will demonstrate confidence, integrity and credibility both internally and externally.

DEFINITIONS

The Quality Management System (QMS) is the collection of policies, processes, procedures and controls Reed & Mackay use to manage Quality.

POLICY GOVERNANCE, REVIEW & REVISION

The following table identifies who within Reed & Mackay is Accountable, Responsible, Informed or Consulted with regards to this policy.

RESPONSIBLE	Process & Quality Officer
ACCOUNTABLE	Group Chief Financial Officer
CONSULTED	Group Chief Executive Officer, Founder and Executive Director, Group Chief Technology Officer, Risk, Quality and Compliance Manager
INFORMED	All employees

This policy will be reviewed as it is deemed appropriate, but no less frequently than annually. Policy review will be undertaken by the Group Chief Financial Officer; Risk, Quality and Compliance Manager and Process & Quality Officer.

ROLES & RESPONSIBILITIES

Ultimate responsibility for Quality lies with the Group Chief Financial Officer but this responsibility is discharged through the designated roles of the Risk, Quality and Compliance Manager and Process & Quality Officer.

The Risk, Quality and Compliance Manager is responsible for governance, risk management and compliance within Reed & Mackay and advises the Executive Board on the effectiveness of quality management across the organisation.

The Process & Quality Officer has primary responsibility for Quality Management within Reed & Mackay and acts as the central point of contact for Quality and Process. The Process and Quality Officer holds relevant qualification/certifications in Quality Management.

Directors and Heads of Department are responsible for ensuring that quality is embedded within their department and that departmental documentation is maintained and adhered to. They also have a responsibility for ensuring that a risk based approach is taken to planning and managing the department's activities; that continual improvement opportunities are identified and acted upon; and that feedback is given regarding the effectiveness and currency of the management system.

All employees have a responsibility for ensuring that they follow relevant company policies, processes and procedures and have a general awareness of importance of Quality and highlight both risks and opportunities for improvement.

AWARENESS, TRAINING & QUERIES

Quality awareness is incorporated in the company induction process and delivered on an on-going basis through a number of communication methods, including:

- On-line mandatory annual compliance training
- Intranet awareness page
- Meetings and Conferences
- Email communications

This Quality Policy is readily accessible internally via the intranet and can be provided upon request to external parties. To discuss any matter relating to the Quality Policy, contact your Head/Director of Department, or the Governance, Risk Management & Compliance department.