

# Quality Policy



Talkington Bates is a leading privately-owned contract catering business. We are very much a people-centric business and our core principles are trust and integrity. We pride ourselves on always delivering our promises to clients, staff and suppliers.

This policy confirms our approach to ensuring Talkington Bates' quality performance continually improves and delivers our objectives and targets in line with the company's strategy and direction. We set ambitious quality objectives which are reviewed at appropriate levels within the company and at relevant timescales to ensure they drive continual improvement.

Customer service is an essential part of the quality process and to ensure this is fulfilled, we provide appropriate resources for the learning and development of our team. We believe that quality is derived from the commitment of all of our team to providing an excellent service and product delivery that constantly exceeds customer expectations.

We work to improve the quality of our products and service via proactive involvement with our customers, clients and interested parties. It is our ethos to ensure and guarantee customer satisfaction.

We ensure that:

- we strive to satisfy the requirements of all our customers and interested parties whenever possible, meeting and exceeding their expectations
- comply with all compliance obligations, codes of practice and other requirements applicable to our activities
- provide all the resources of equipment, trained and competent staff and any other requirements to enable our objectives are met
- encourage feedback from staff on improvements and feed these into business practices
- work in partnership with our suppliers, clients and other interested parties

This quality policy provides a framework for establishing quality objectives for the Company, as part of our commitment to ISO 9001:2015 certification.

This policy will be reviewed annually, has been communicated to our internal team and our suppliers and is available to the public upon request.

Paul Bates

Janice Talkington

Paul Cooke

April 2024