

## QUALITY POLICY

### Symbios Health Controlled Document

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Reference number	POL104
Version	2
Date ratified	12.07.2024
Due for review	12.07.2026
Review period	2 years unless a need for review has been identified
Committee/individual responsible	Company Director Symbios Health
Target audience	All Symbios Staff, all existing and new clients
It is the responsibility of the Administration team to ensure this document is updated in a timely manner, controlled, shared via teams and shared with our existing and/or interested clients.	
<b>Uncontrolled Document if Copied or Printed</b>	

### Implementation plan

Group	Objective	Method	Lead	Target Start	Target End	Resources
All employees	Employees to read and understand this policy.	Policy available on Symbios S-drive	Clinical Lead, Company Director	Aug 24	Sep 24	Employees to attend Teams meeting. Reference to S-drive.
Existing and Potential Clients	Share with existing and potential clients	Electronically	Operations Manager.	Aug 24	Ongoing	Operations manager to share as part of our contract renewals process and/or new enquiries, and/or wherever deemed appropriate.

### Amendments

Version	Changes	Date
2	Point 3. Title amended. Point 4. Sentence amended to include applicable requirements.	05.07.2024

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## **1. Policy Mission Statement**

We believe our clients deserve the highest quality and a continually improving occupational health service, we strive to surpass all our clients' expectations.

Symbios Health, a first-class occupational health company providing:

'a high-quality professional approach to something personal.'

## **2. Company Vision**

All our staff recognise the part they play in delivering our vision, to provide the best Occupational Health Service possible. We work to a high quality while understanding the requirements placed upon us all on a day-to-day basis. These include legal and contractual obligations as well as those documented in our quality management system, policies and procedures which demonstrate our compliance with ISO 9001:2015.

## **3. Objectives**

Client satisfaction is our main objective and in order to achieve this we will develop, implement and maintain a quality management system which will be monitored, audited and reviewed in order to ensure full compliance with our objectives and targets as well as our client's needs.

## **4. Our Quality Promise to You**

Symbios Health will strive to continuously improve the effectiveness of our quality management system and satisfy applicable requirements.

Our quality management system will be available and maintained as documented information.


Our quality management system will be communicated, understood, and applied throughout our organisation.



Our quality management system will be available to relevant interested parties and when appropriate.

## **5. Linked Documentation**

MAN01 v1 Quality Manual

**6. Review and Authorisation**

REVIEWED BY and Role	SIGNATURE	DATE
ISO test audit. With ISO specialists Angie watson		05.07.2024

AUTHORISED BY	SIGNATURE	DATE
Dr Oliver Cooper		12.07.2024
Symbios Health Director Deborah Wassell		12.07.2024
Author - Head of Governance/ISO Lead		

**7. Quality Impact Assessment/Employee/Client**

		Yes/No	Comments
1.	Does the policy/guidance affect one group less or more favourably than another on the basis of:		
	Race	No	
	Ethnic origins (including gypsies and travellers)	No	
	Nationality	No	
	Gender	No	
	Culture	No	
	Religion or belief	No	
	Sexual orientation including lesbian, gay and bisexual people	No	
	Age	No	
	Disability - learning disabilities, physical disability, sensory impairment and mental health problems	No	
2.	Is there any evidence that some groups are affected differently?	No	
3.	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	n/a	
4.	Is the impact of the policy/guidance likely to be negative?	No	
5.	If so, can the impact be avoided?	n/a	
6.	What alternatives are there to achieving the policy/guidance without the impact?	n/a	
7.	Can we reduce the impact by taking different action?	n/a	