



Quality Policy Statement

At **allpay Ltd** we are committed to delivering high-quality, safe, effective, and person-centered services that consistently meet the needs and expectations of our service users, commissioners, regulators, and other interested parties.

We recognise that quality is fundamental to everything we do and is essential to achieving our organisational objectives. Our commitment to quality is demonstrated through the following principles:

- **Meeting requirements:** We will meet all applicable statutory, regulatory, contractual, and customer requirements in the delivery of our services.
- **Customer focus:** We place service users and stakeholders at the heart of our activities, ensuring their needs, dignity, safety, and outcomes are prioritised at all times.
- **Effective Quality Management System:** We will establish, implement, maintain, and continually improve a Quality Management System (QMS) that supports our strategic direction and operational performance.
- **Continual improvement:** We are committed to learning from audits, feedback, incidents, complaints, and performance data to drive continual improvement across all services.
- **Engagement and competence:** We ensure all employees understand their role in delivering quality and are supported through training, communication, and leadership to perform their duties effectively.
- **Framework for quality objectives:** This policy provides the foundation for setting, monitoring, and reviewing measurable quality objectives at all levels of the organisation.

This policy is communicated throughout the organisation, made available to relevant stakeholders, and reviewed regularly to ensure it remains appropriate to our purpose, context, and strategic direction.

A handwritten signature in black ink, appearing to read "Anthony Martin Killeen". The signature is written in a cursive style with a long horizontal line underneath.

Tony Killeen
CEO

July
2026

Quality Roles and Responsibilities

To ensure the effectiveness of the Quality Management System, roles, responsibilities, and authorities are clearly defined, communicated, and understood across the organisation, in line with ISO 9001:2015 requirements.

Top Management (Directors / Senior Leadership Team)

Top Management retains overall accountability for the effectiveness of the QMS and shall:

- Establish and approve the Quality Policy and strategic direction.
- Ensure integration of the QMS into core business processes.
- Ensure adequate resources are available to maintain and improve the QMS.
- Promote customer focus and risk-based thinking throughout the organisation.
- Review QMS performance, including audits, KPIs, complaints, incidents, and risks.
- Ensure the integrity of the QMS is maintained when changes are planned or implemented.

Quality & Audit Manager

The Quality & Audit Manager is responsible for coordinating and maintaining the QMS and shall:

- Ensure the QMS conforms to ISO 9001:2015 requirements.
- Manage document control, policies, and procedures.
- Develop and deliver the internal audit program.
- Monitor nonconformities, incidents, complaints, and corrective actions.
- Analyse performance data and identify trends and improvement opportunities.
- Report on QMS performance and improvement to Top Management.
- Promote a culture of continuous improvement across the organisation.

Operational Management

Operational Managers are responsible for ensuring quality standards are delivered in practice and shall:

- Ensure processes are implemented and deliver intended outcomes.
- Monitor service performance, risks, and compliance.
- Ensure staff are trained, competent, and aware of QMS requirements.
- Implement and monitor corrective and improvement actions.
- Escalate quality, safety, and compliance issues where necessary.
- Ensure a strong focus on service user outcomes and experience.

Team Leaders / Supervisors

Team Leaders provide day-to-day oversight and shall:

- Ensure procedures and policies are followed in practice.
- Monitor quality of work and maintain accurate records.
- Identify and respond to issues, incidents, and risks promptly.

- Support staff development and reinforce quality expectations.
- Communicate improvement opportunities and concerns to management.

All Employees

All employees share responsibility for quality and shall:

- Follow organisational policies, procedures, and work instructions.
- Deliver services in line with quality, safety, and regulatory requirements.
- Report incidents, errors, near misses, and nonconformities.
- Participate in audits, supervision, and improvement activities.
- Maintain accurate and timely records.
- Understand how their role contributes to the Quality Policy and objectives.

Internal Auditors

Internal Auditors (where appointed) shall:

- Conduct audits objectively and impartially.
- Report findings, including nonconformities and opportunities for improvement.
- Verify effectiveness of corrective actions where assigned.

Communication and Awareness

The Quality Policy and responsibilities are communicated through induction, training, team meetings, and internal systems.

Employees are expected to understand how their role contributes to quality outcomes.

The policy is available to relevant external stakeholders upon request and may be published where appropriate.

Review

This Quality Policy and associated responsibilities are reviewed at planned intervals (at least annually) and during Management Review to ensure:

- Continued suitability to organisational context
- Alignment with strategic direction
- Effectiveness of the QMS