

# *Quality Policy*

## **BTG Eddisons / Eddisons Commercial (Holdings) Limited and subsidiaries**

<b>Policy Owner:</b>	Anthony Spencer as Managing Partner
<b>Approval Body:</b>	BTG Eddisons Board
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<b>Classification</b>	Internal

# Document Control

Version Number:	Date:	Summary of Changes:	Approved by:
V30.01.2026	30/01/2026	Rebrand from Eddisons Quality Policy v18/11/2024 Business objectives added	James Foster as Operations and Finance Director on behalf of Anthony Spencer, Managing Partner

## Policy Overview

### 1. Purpose

- 1.1 The purpose of this policy is to set out our business' approach towards and expectations of quality management when providing our services.
- 1.2 This is in compliance with BS EN ISO: 9001:2015.

### 2. Scope

- 2.1 This policy applies to all services delivered in the name of Eddisons Commercial (Holdings) Limited and its subsidiaries, (inc. Eddisons Commercial Ltd, Eddisons Commercial Property Management Ltd), the 'Organisation'.

### 3. Policy Statement

- 3.1 The Organisation aims to ensure that its products and services meet the needs of its customers at all times in accordance with contractual requirements, its policies, and procedures.
- 3.2 The Organisation operates a Quality Management System that has gained BS EN ISO 9001:2015 certification including aspects specific to Chartered Surveyors, Property Services, Business Activities and Services.
- 3.3 The Organisation has produced this Quality Policy, in accordance with the requirements of the Quality Management System, to enable employees to deliver a consistently high standard of service to relevant stakeholders, ensuring customer needs and expectations are accurately determined and fulfilled, with the end goal of achieving customer satisfaction.

- 3.4 The Organisation’s management is committed to developing, monitoring, and continually improving the Quality Management System to ensure its effectiveness and shall provide the required resources accordingly.
- 3.5 This Quality Policy is regularly reviewed in order to ensure its continuing suitability.
- 3.6 Copies of the Quality Policy are made available to all members of staff, who understand and shall abide by its requirements.

## Applicability and Responsibilities

### 4. Applicability

This policy applies to all employees, contractors, and third-party suppliers, who are delivering services for the Organisation.

### 5. Responsibilities

Role	Responsible for
Heads of Area	Implementing the policy within their respective business areas.
Managing Partner	Approving the strategic content of the policy in line with the Organisation’s direction, and providing final sign-off.
System Manager	Determining the strategic content of the policy in line with the Organisation’s direction, and the wider Quality Management System.
Lead Auditor	Auditing the policy content and Organisation objectives against ISO 9001:2015 in accordance with scheduled internal audits.

## Policy

- 5.1 When a job is instructed, the customer’s unique needs and requirements must always be documented in writing and confirmed with the customer, to ensure expectations are clearly defined at the outset. Any agreed changes to the services to be provided (such as where the customer’s circumstances change) must likewise be confirmed in writing.
- 5.2 When delivering our services, employees must adhere to the Process Maps produced by the Organisation, and any local procedures approved by the Heads of Area, to ensure that our services are delivered consistently and in accordance with regulatory requirements.
- 5.3 (a) If it is necessary to engage third-party suppliers or contractors, they must be vetted to determine they are competent to deliver the services. The supplier’s company size and structure, financial health, and public reputation, must be considered. Particular attention should be paid to any professional qualifications the supplier must hold and/or statutory and regulatory requirements needed for the work.
  - (b) The point of contact within the business area and the supplier/contractor must both complete the applicable New Supplier Form and provide this to the Finance team to facilitate onboarding. Failure to do so will mean the supplier/contractor will not be approved to deliver the services.

## 5.4 Quality Objectives

Employees must individually strive to meet the Organisation's wider **Quality Objectives**, as follows:

- **Anti-Money Laundering:** For any business area to which the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 (as amended from time to time) apply: Smart Search electronic AML checks for relevant parties to a transaction must be conducted in **100%** of cases. Wider KYC documentation is to include: proof of written client instruction, Land Registry/ownership check, evidence of beneficial ownership investigations (such as company structure check), Smart Search AML checks undertaken on both the instructing client and the counterparty *before contractual liabilities arise*, and Heads of Terms/Memorandum of Sale naming correct parties. This will be audited quarterly for compliance.
- **Staff training:** All (**100%**) of active employees must complete their e-learning delivered via Learning Nest on time (there is an assumption that 5% of employees will be inactive in the Organisation at any given time due to life events). There is a monthly timeframe set for each unit, with the schedule published on the Hub. Employees must make sure to keep up with their training as part of their contractual obligations to the Organisation. This will be audited quarterly for compliance.
- **Customer feedback:** Less than **15** formal complaints to be received each quarter, with less than **5** per quarter requiring independent management review upon appeal. Employees must engage with customers and escalate cases to their line manager and/or Head of Area (as appropriate) to resolve issues informally within the local business areas wherever possible, in line with the Organisation's Complaints Handling Procedure. This will be audited quarterly to monitor the number and nature of complaint's received, looking for trends in any given business area. Feedback will be provided to Heads of Area by the Lead Auditor.

5.5 Employees must assist the Lead Auditor with any internal audit requests in accordance with this policy.

5.6 The Organisation's management shall set regular Management Reviews to monitor the overall effectiveness of the Quality Management System. This will include reviewing internal audit results that measure the Quality Objectives stated under this policy. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities, to ensure the effectiveness of the Quality Management System.

5.7 The Organisation's management must review this Quality Policy and its objectives at least annually, and make it available to staff at all times.

# Review and Governance

## 6. Review frequency

This policy shall be annually reviewed in line with the Quality Management System.

## 7. Triggers for an early review

This policy shall be reviewed early in the event that the Organisation's management determine that the quality objectives require amendment.

# Related Documents

Visit [eCompliance - Policies, Certificates, & Procedures](#) to find Process Maps and New Supplier Forms