



Quality Policy

Sd3 is a specialist business sustainability consultancy incorporated in 1999 to provide organisations with a range of business sustainability solutions. We work with organisations ranging from some of the world's largest corporations to local authorities, Government and NGOs.

Our product offerings are:

S - Strategic Advice

M - Management Systems

A - Assessment

R - Reporting

T - Training

E - Engagement (Stakeholder)

R - Reassurance

Quality is at the heart of our business of helping clients create value and improve their sustainability performance. We do this primarily by delivering good value products, tailored and applied to provide lasting solutions. We are committed to continuous improvement in our services, people and processes.

Our Quality Management System (QMS) provides the framework that drives the achievement of our aims of value creation and improved performance. Our QMS includes the following elements which summarise our Quality Assurance principles:

- ▲ Ensuring we have the right people with the right skills and aptitudes;
- ▲ Working to clear governance principles;
- ▲ Having systematic peer review and sign off on internal and external processes, e.g. policies, proposals, contracts;
- ▲ Annually reviewing business risks;
- ▲ Collecting and acting on feedback after each project. This is also vital to our marketing approach as we can demonstrate consistently high levels of client satisfaction;
- ▲ Continuous client focus in the delivery of every project, e.g. having periodic client review meetings;
- ▲ Promoting a culture of learning, innovation and knowledge sharing that recognises the value of team/collaborative inputs, and encourages continuous improvement;
- ▲ Regular monitoring of key aspects of company performance using our Balanced Sustainability Scorecard;
- ▲ Maintaining document control with a ubiquitous IT solution. Details of this SVN system are contained in our Server manual.



We are a values driven company and thereby make a dedicated effort to “live by our values” by applying sustainability principles in our daily business management. Full details of this are included in our Sustainability Policy and include sourcing environmentally and socially responsible suppliers, offsetting our work-related CO₂ emissions and encouraging employees to volunteer and/or play active roles in their community. This approach supports an environment where sustainability and quality becomes a part of Sd3 culture.

Our quality policy is available on our website and on our intranet. Our quality assurance principles, sustainability policy, and other related principles which guide and determine how we do business are also included in our staff handbook and business plan. All our staff and associates are required to read the policy and staff handbook as part of our induction process, and refer to both regularly.

Dave Knight, the Director with responsibility for Business Management, is ultimately responsible for quality, but all employees are encouraged to be responsible for the quality of the service (both internal and external) within their direct remit.

Our policy will be reviewed every six months in the first year and then annually.

Dave Knight

Dave Knight

Founding Director, Sd3

Dated: 14th July 2008