Wilmington plc

# Quality Policy

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## Policy Statement

The core purpose of Wilmington plc is to help our customers to do the right business in the right way. We act as a trusted partner to customers operating in regulated sectors and in governance, risk and compliance markets.

We strive to put our customers first in everything we do, providing excellent customer service; high quality, relevant, and engaging training and educational material; up to date and accurate data and information; impactful conferences and events that foster learning, networking, and industry insight; as well as independent and practical consultancy services to equip them with the knowledge and skills to operate in line with best practice and maintain compliance.As a business we are committed to:

- Being customer focused, providing excellent customer service, effectively responding to, and addressing all concerns and complaints in a timely manner
- Providing the necessary resources to achieve our quality objectives, including fully trained and competent staff, as well as a safe and suitable working environment.
- Complying with all relevant legal, regulatory and other applicable requirements, investigating and responding to any instances of noncompliance
- Meeting the requirements of our accreditation partners and regulators across our training products
- Continually reviewing and improving our quality management system

Quality objectives are established at the beginning of the financial year to align with business strategy and are monitored throughout by Senior Management. Objectives are communicated internally through the Compliance Hub.

This policy will be made available to interested parties on request.



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