

1.3 QUALITY and ISMS POLICY

It is the policy of Lucid to maintain a quality system designed to meet the requirements of ISO 9001:2015 & ISO 27001:2013 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose, and the context of the organisation.

Lucid specialises in the provision and delivery of IT professional services to its clients. We are committed to providing a consistent service which is driven by quality systems and procedures. We are accountable to our clients and candidates by adhering to our Mission and Values every day in the work place and maintaining a commitment to a continuous improvement culture within our business.

Our Mission is:

- To be trusted advisors to our clients and candidates by working consultatively to build relationships based on accountability and quality outcomes.
- To provide an experience supported by accredited processes and procedures delivered by industry specialists who are committed to ongoing training and development.
- To provide a personalised, professional, and friendly service underpinned by Honesty, Integrity, and Respect in everything we do.
- To provide honest feedback and continually monitor customer satisfaction through external surveys so we can better serve our customer needs.
- To provide a safe, healthy, and environmentally sustainable workplace for our employees.
- To drive future growth by measuring and monitoring all the above, through internal and external audits.

This quality and information security policy provides the framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and information security and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the business management system is regularly reviewed by "Senior Management" to ensure it remains appropriate and suitable to our business. The Business Management System is subject to both internal and external annual audits.

Scope of the Policy (ISMS Only)

The scope of this policy relates to the use of the database and computer systems operated by the company at its office in Milton Keynes, in pursuit of the company's business of IT Project Delivery, Technical Employment Services, Permanent and Temporary Contracted Staffing Solutions within the IT channel across the UK. It also relates where appropriate to external risk sources including functions which are outsourced.

Senior Management: Christian Osborne


02/03/22