

KIRKBY DIAMOND QUALITY POLICY MANUAL

ISSUE: 21 (updated: April 2025)

Page 7 of 19

SECTION 2

QUALITY POLICY

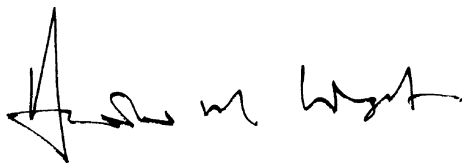
Kirkby Diamond is committed to delivering high-quality services that meet client requirements and promote long-term relationships through consistent excellence.

To achieve this, we operate a comprehensive quality management system in accordance with ISO 9001:2015, ensuring efficiency, reliability, and continuous improvement across all valuation activities.

Our key commitments include:

- Meeting and exceeding client expectations through a structured and coordinated approach.
- Continuously improving our services, processes, and quality management system.
- Setting measurable quality objectives to track and enhance performance.
- Ensuring all employees and associates understand and uphold our quality standards.

This policy will be regularly reviewed to ensure its effectiveness and relevance. Updates will be communicated and implemented across the organization as needed.



Andrew Wright, Senior Partner