



Integrated Management System

POLICY STATEMENT Commitments

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We are determined to create a client and staff -centric, efficient, and innovative practice that not only meets but exceeds our clients' expectations.

Since establishment in 2001, Accountants Plus has maintained its pursuit of *"excellence in everything we do"*. Excellence is sought in three inter-locked facets: team, client, business.

Accountants Plus strives to be a proactive accountancy practice, delivering cost-effective professional services, in a plain speaking and tailored manner.

STANDARDS

Our standards seek to:

- ✓ *Provide exceptional service that is timely and accurate.*
- ✓ *Foster a collaborative and positive work environment.*
- ✓ *Maintain transparency and open communication with clients and team members.*

We strive to avoid:

- ✗ *Complacency in service delivery or unwillingness to adapt to client needs.*
- ✗ *Lack of accountability or transparency in our processes.*
- ✗ *Poor communication, whether internally and externally.*

BEST WAY

Our (Quality) System (as outlined within company 'System Outline/Manual', AP.S1), defines *the best way* to consistently deliver excellence.

It involves every member of our team, and it covers every important aspect of our work.

Our (Quality) System is designed to exceed minimum ISO 9001 (2015) and related legislative requirements.

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BEST TEAM

The Partners also want Accountants Plus to be a '*great place to work*' for the best talent within the accountancy and tax profession - one of the leading accountancy firms.

Investments are made in recruiting the most suitable team members, providing stimulating work, supported by advanced software tools and professional training, a high-spec modern office environment, and sharing rewards for all our people.

OBJECTIVES & TARGETS

Together, everyone within Accountants Plus is on a TRANSFORMATIONAL journey.

The Partners establish specific 'Objectives & Targets' (AP.S1.Appendix C), shared across the teams, regularly reviewed along with other performance measures. This Policy, along with other company requirements/ guidance, form part of employee Induction Process, and is made available to other Interested Parties on request (via website).

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Senior Partner and Founder



Colin Lumsden.
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