

Quality & Sustainability Policy

Business West is a certified B Corp with the aim of making our region the best place to succeed in business and a great place to live work and learn. We provide a range of business support services to help businesses successfully start, grow, export, and innovate and we build our business community through our Chambers of Commerce and Initiatives.

We are committed to

- ensuring we are a high quality, socially responsible, sustainable organisation
- meeting customer, stakeholder, and regulatory requirements,
- protecting the environment, preventing pollution, and reaching our target to make our operations net zero carbon by 2030
- considering the impact of climate change aspects on our activities and in our evaluation of risks and opportunities.

To achieve this, we maintain management systems, which are certified to ISO 9001:2015 & ISO 14001:2015. These provide a framework for setting objectives that positively contribute to the requirements of B Corp.

We will continually monitor, review, and improve our systems and processes to enhance our services and our environmental performance.

This policy is communicated to all staff and made available to our interested parties.

Signed:

A handwritten signature in black ink that reads "Douglas Ure".

Douglas Ure, Chief Executive

Date: 1st July 2026

Review Date: 30th June 2027