



## 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

- meeting customer, stakeholder, and regulatory requirements,
- protecting the environment, and preventing pollution, towards reaching our target to make our operations net zero carbon by 2030
- ensuring we are a high quality, socially responsible, sustainable organisation

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.

A handwritten signature in black ink, appearing to read "Phil Smith".

Signed:

**Phil Smith**, Managing Director

Date: 24<sup>th</sup> June 2023

Review Date: 23<sup>rd</sup> June 2024