

The purpose of our Quality Management System is to support Genius Within's mission of creating neuro-inclusive workplaces and communities by delivering high-quality, evidence-based services that continually improve in response to the needs of our customers, clients and partners. Our commitment to quality is underpinned by six principles:

- **Putting people first** by understanding the needs of our customers, clients, commissioners and partners, and delivering services that are accessible and inclusive
- **Delivering evidence-based practice** by combining scientific research, lived experience and professional expertise to achieve meaningful and measurable outcomes.
- **Empowering our people** by investing in the knowledge, skills and wellbeing of our employees and associates, encouraging collaboration, innovation and continuous learning.
- **Continually improving** our services, systems and ways of working by learning from customer feedback, audits, management reviews, research, performance data, and lessons learned.
- **Innovating responsibly** by embracing digital technology and Artificial Intelligence where they improve quality and customer experience, supported by appropriate governance and professional oversight.
- **Providing effective governance** by managing risks, protecting information, maintaining organisational resilience and making decisions that support our long-term social purpose.

We maintain the highest professional standards by complying with relevant statutory, regulatory and professional requirements and by supporting our employees and associates to maintain appropriate professional registration, accreditation and continuing professional development.

As a Community Interest Company, we are committed to acting ethically, creating social value and operating in a way that protects the health, safety and wellbeing of our people while minimising our environmental impact. The Senior Leadership Team is responsible for maintaining an effective Quality Management System that meets the requirements of ISO 9001 and provides the framework for establishing and reviewing our Quality Objectives.

This policy is communicated throughout the organisation and is reviewed regularly to ensure it remains aligned with our purpose, the needs of our interested parties and our commitment to continual improvement.

Dr Nancy Doyle



Chief Executive Officer (Acting)