

QUALITY POLICY

Symbios Health

Controlled Document

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Reference number	POL104
Version	4
Date ratified	01.05.2025
Due for review	01.05.2027
Review period	2 years unless a need for review has been identified
Committee/individual responsible	Company Director Symbios Health
Target audience	All Symbios Staff, all existing and new clients
It is the responsibility of the Administration team to ensure this document is updated in a timely manner, controlled, shared via teams and shared with our existing and/or interested clients.	
Uncontrolled Document if Copied or Printed	

Implementation plan

Group	Objective	Method	Lead	Target Start	Target End	Resources
All employees	Employees to read and understand this policy.	Policy available on Symbios S-drive	Clinical Lead, Company Director	May 25	June 25	Employees to attend Teams meeting. Reference to Sharepoint – clinicians – documents – in use- policies
Existing and Potential Clients	Share with existing and potential clients	Electronically	Operations Manager.	May 25	Ongoing	Operations manager to share as part of our contract renewals process and/or new enquiries, and/or wherever deemed appropriate.

Amendments

Version	Changes	Date
2	Point 3. Title amended. Point 4. Sentence amended to include applicable requirements.	05.07.2024
3	Leadership and commitment added, quality promise revised	16.01.2025
4	Updated linked documents	14.04.2025

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1. Leadership

Symbios Health was built by Dr O Cooper who has since been joined by another Director and Partner Dr J Whittle. Both Directors are very involved within the company, they are passionate about Occupational Health and are fully committed to achieving and maintaining ISO9001 certification.

The Director's aim is for the company to be the best occupational health provider while maintaining that 'family' feeling within the team. The Directors expect 100% from employees; in return, employees will find them caring and supportive employers, keen to support the development of the company and its employees in a controlled and structured manner.

2. Policy Mission Statement

We believe our clients deserve the highest quality and a continually improving occupational health service, we strive to surpass all our clients' expectations.

Symbios Health, a first-class occupational health company providing:

'a high-quality professional approach to something personal.'

3. Company Vision

All our staff recognise the part they play in delivering our vision, to provide the best Occupational Health Service possible. We work to a high quality while understanding the requirements placed upon us all on a day-to-day basis. These include legal and contractual obligations as well as those documented in our quality management system, policies and procedures which demonstrate our compliance with ISO 9001:2015.

4. Objectives

Our main objective is to deliver the best independent Occupational Health Service that facilitates and drives the HSE vision of safer working. We will develop, implement and maintain a quality management system which will be monitored audited and reviewed in order to ensure full compliance with our objectives and targets as well as meeting our client's needs.

1. Provide a high quality OH service
2. Ensure services are provided by competent staff
3. Ensure HS guidance is accurate, relevant and facilitates a standardised clinical response.

5. Our Quality Promise to You

Symbios Health will strive to continuously improve the effectiveness of our quality management system and satisfy applicable requirements.

Our quality management system will be available and maintained as documented information.


Our quality management system will be communicated, understood, and applied throughout our organisation.



How we deliver our quality management system can be communicated to relevant parties with a legitimate interest.

6. Linked Documentation

MAN01 Quality Manual
STR511 Quality Assurance Meetings and Terms of Reference

7. Review and Authorisation

REVIEWED BY and Role	SIGNATURE	DATE
Deborah Wassell Head of Governance/ISO Lead		14.04.25

AUTHORISED BY	SIGNATURE	DATE
Dr Oliver Cooper		01.05.25
Symbios Health Director		
Deborah Wassell		01.05.25
Author - Head of Governance/ISO Lead		

8. Quality Impact Assessment/Employee/Client

		Yes/No	Comments
1.	Does the policy/guidance affect one group less or more favourably than another on the basis of:		
	Race	No	
	Ethnic origins (including gypsies and travellers)	No	
	Nationality	No	
	Gender	No	
	Culture	No	
	Religion or belief	No	
	Sexual orientation including lesbian, gay and bisexual people	No	
	Age	No	
	Disability - learning disabilities, physical disability, sensory impairment and mental health problems	No	
2.	Is there any evidence that some groups are affected differently?	No	
3.	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	n/a	
4.	Is the impact of the policy/guidance likely to be negative?	No	
5.	If so, can the impact be avoided?	n/a	
6.	What alternatives are there to achieving the policy/guidance without the impact?	n/a	
7.	Can we reduce the impact by taking different action?	n/a	