

**Quality Management System - Statement**

<b>Policy Number</b>	41
<b>Version</b>	1
<b>Policy Contact</b>	Matthew Betteridge
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<b>Reviewed</b>	06 <sup>th</sup> May 2026
<b>Next review Date</b>	06 <sup>th</sup> May 2027
<b>Target Audience</b>	Agency Workers, clients and employees
<b>Approved by</b>	Matthew Betteridge

**Quality Assurance Policy**

The management team of OneCall24 & OneCall24 Healthcare will ensure that the Quality Assurance Policy provides a framework for setting quality objectives and includes a commitment to continually improve the quality management system. The Quality Assurance Policy will be maintained by the appropriate Compliance Manager and be communicated throughout the business by email, meetings, awareness sessions and through our induction process. The Quality Awareness Policy is signed off by the Managing Director, OnceCall24 Policy Team and is made available upon request to all interested parties, where appropriate.

Matthew Betteridge



CEO  
OneCall24 Group