

**QUALITY POLICY**

Opus 2 Digital Transcription (formerly Beverley F. Nunnery & Co.) is a global provider of legal sector services for proceedings heard in the courts of judicature, arbitrations, private hearings, etc. throughout the UK and overseas.

Our aim is to ensure that we provide an efficient, effective and accurate service to our clients. Our assurance to quality is defined and driven by the following commitments to:

- Establish and maintain a Quality Management System compliant with the requirements of BS EN ISO 9001:2015
- Provide resources in the form of effectively trained staff and a robust technical infrastructure to meet demanding client requirements
- Communicate effectively using appropriate channels with stakeholders (e.g. clients, courts, staff, reporters)
- Define Quality Objectives that facilitate meeting our aim and communicate them within our organisation and to interested parties where required
- Evaluate the effectiveness of our Quality Management System through consistent monitoring, measurement and analysis of its performance
- Conduct regular internal and third-party audits to ensure the Quality Management System is effectively implemented and maintained
- Regularly undertake planned Management Review Meetings to ensure the Quality Management System's continuing suitability, adequacy and effectiveness and to consider opportunities for its continual improvement

The Managing Director, Opus 2 International Ltd. is ultimately responsible for the implementation of the Quality Policy.



MARTIN BANGS  
Managing Director  
12<sup>th</sup> May 2016