



QUALITY MANAGEMENT STATEMENT

Impact Justified Limited

Document Owner:	John Edwards, Founder
Version:	1.0
Date:	30.01.2026
Review Date:	30.01.2027

1. Policy Statement

Impact Justified Ltd is committed to delivering consultancy services of the highest quality. Quality is at the heart of everything we do, from the rigour of our analysis to the clarity of our communication and the integrity of our client relationships.

As a consultancy specialising in social value, sustainability, and wellbeing impact assessment, we understand that the quality of our work directly affects the decisions our clients make and, ultimately, the outcomes for people and places. Our guiding principle, that long-term impact is always human before it is technical, applies equally to how we deliver our services.

This statement sets out our commitment to quality and the arrangements we have in place to ensure that our services consistently meet or exceed client expectations and professional standards.

2. Scope

This Quality Management Statement applies to all consultancy services provided by Impact Justified Ltd, including:

- Social value strategy development and integration
- Social Return on Investment (SROI) and impact measurement
- Wellbeing impact assessment
- Stakeholder engagement and consultation
- Executive engagement and reporting
- Research, analysis, and advisory services

It covers all work undertaken for clients across our sectors of expertise.

3. Quality Principles

Our approach to quality is founded on the following principles:

3.1 Evidence-Led

All our work is grounded in robust evidence. We use recognised methodologies, draw on credible data sources, and ensure our analysis is transparent and defensible. We are clear about the limitations of our evidence and avoid overstating conclusions.

3.2 Client-Focused

We take time to understand each client's unique context, objectives, and constraints. Our deliverables are tailored to be practical, relevant, and useful. We listen to feedback and adapt our approach accordingly.

3.3 Clear and Accessible

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Complex information deserves clear communication. We present our findings in language that is accessible to the intended audience, whether technical specialists, senior executives, or community stakeholders. We believe that good work should be understood, not just delivered.

3.4 Ethical and Impartial

We maintain objectivity and independence in our analysis. We do not allow commercial pressures to compromise the integrity of our findings. Where our work involves engagement with communities or vulnerable groups, we conduct ourselves with sensitivity and respect.

3.5 Continuously Improving

We reflect on our work and seek opportunities to improve. We stay current with developments in our field and incorporate learning into future projects.

4. Quality Assurance Arrangements

To deliver on our quality commitments, we have established the following arrangements:

4.1 Project Planning and Scoping

Each project begins with a clear understanding of the client's requirements, objectives, and success criteria. We agree scope, deliverables, timelines, and communication arrangements at the outset and document these in a written proposal or contract.

4.2 Methodology and Standards

We apply recognised methodologies appropriate to each project. For SROI work, we follow the principles set out in the HM Treasury Green Book and the Institute of Social Value guidance. For wellbeing assessment, we draw on established frameworks including the ONS measures of national wellbeing. We reference our methodological approach in our deliverables.

4.3 Review and Quality Control

All deliverables are subject to review before submission to the client. This includes checking for accuracy, consistency, clarity, and fitness for purpose. For significant deliverables, we allow time for reflection and revision. Should associates or subcontractors be engaged, their work will be reviewed against the same standards.

4.4 Client Communication and Feedback

We maintain open communication with clients throughout each project. We provide progress updates as agreed and are responsive to queries. At project completion, we welcome feedback on our performance and use this to inform continuous improvement.

4.5 Document Control and Records

We maintain organised records of our work, including project documentation, data sources, analysis, and correspondence. This ensures traceability and supports any future queries or follow-up work.

4.6 Competence and Professional Development

We ensure that the skills and knowledge applied to client work are current and appropriate. As Founder, I maintain my professional competence through ongoing learning, engagement with professional networks, and awareness of developments in social value, sustainability, and impact measurement practice.

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5. Responsibilities

5.1 Founder

As Founder and sole director, I, John Edwards, have overall responsibility for quality within Impact Justified Ltd. This includes setting quality standards, ensuring they are applied consistently, reviewing deliverables, and driving continuous improvement.

5.2 Associates and Subcontractors

Should associates or subcontractors be engaged to support our work, they will be expected to adhere to the quality standards set out in this statement. Their responsibilities will be communicated at the point of engagement, and their work will be subject to review.

6. Handling Concerns and Complaints

We are committed to addressing any concerns about the quality of our work promptly and fairly. Clients are encouraged to raise any issues as soon as they arise so that we can respond constructively. Concerns can be raised directly with John Edwards at john@impactjustified.co.uk. All complaints will be acknowledged promptly, investigated thoroughly, and responded to in a timely manner. We will take appropriate corrective action where concerns are found to be justified.

7. Monitoring and Review

This statement and our quality arrangements will be reviewed annually, or sooner if there are significant changes to the business or following any incident that highlights areas for improvement.

The effectiveness of our quality management will be assessed through:

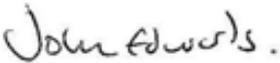
- Client feedback, both formal and informal
- Review of project outcomes and deliverables
- Reflection on lessons learned from each project
- Monitoring of any complaints or concerns raised

8. Communication

This statement is available to clients and other stakeholders on request. It demonstrates our commitment to quality and provides assurance of the standards we apply to our work.

Declaration

I confirm my commitment to this Quality Management Statement and will ensure that it is implemented in all business activities.

<p style="text-align: center;"></p> <p>Signed:</p> <p>John Edwards Founder, Impact Justified Ltd</p>	<p>Date: 30.01.2026</p>
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