

Title	Policy on quality
Revision date	04/02/2026
Revision number	1.0
Document reference	CGE-POL-011

Document purpose and scope

This document sets out the **Quality Policy** for **Coastal Geohazards Experts Ltd** (“CGE”). It applies to all company activities, including digital publishing, educational content creation, media production, research, and public engagement.

CGE is a micro-enterprise focused on producing high-quality, evidence-based information on coastal hazards and coastal risk. This policy ensures that quality is embedded in all aspects of the company’s work and that outputs consistently meet the expectations of audiences, collaborators, and partners.

Aim

The aim of this policy is to:

- ensure that all CGE outputs are accurate, reliable, and grounded in sound scientific understanding
- maintain high editorial, ethical, and professional standards
- promote continuous improvement in processes, content, and delivery
- ensure that customer, audience, and stakeholder needs are understood and met
- support CGE’s mission to enhance public understanding of coastal geohazards



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Policy statement

CGE is committed to delivering high-quality digital content, educational resources, and media products that are accurate, accessible, and trustworthy.

CGE will:

- ensure all content is based on credible, up-to-date scientific evidence
- maintain clear editorial standards for accuracy, clarity, and consistency
- ensure that digital platforms and publications meet high usability and accessibility standards
- comply with relevant legislation, ethical guidelines, and professional norms
- monitor performance and seek feedback to support continuous improvement
- maintain transparent processes for reviewing and updating content

CGE recognises that quality is essential to its reputation, mission, and public-benefit purpose.

Responsibilities

Founder and Director

The Founder holds overall responsibility for:

- implementing and reviewing this policy
- ensuring that quality standards are embedded in all operations
- overseeing editorial processes and content verification
- ensuring that collaborators understand and follow quality expectations



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- monitoring performance and driving continuous improvement

Contractors, freelancers, and collaborators

Anyone working with CGE must:

- follow CGE's editorial and quality standards
- ensure accuracy and clarity in all work produced
- raise concerns about quality issues promptly
- contribute to continuous improvement where possible

Suppliers and partners

Suppliers and partners are expected to:

- deliver services that meet agreed quality standards
- operate ethically and professionally
- support CGE's commitment to accuracy, accessibility, and reliability

Implementation

CGE will implement this policy through the following measures:

Editorial standards

CGE will:

- maintain clear guidelines for writing, editing, and fact-checking
- ensure that all content is reviewed before publication
- update content regularly to reflect new evidence or guidance

Scientific accuracy



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CGE will:

- use reputable, peer-reviewed, or authoritative sources
- ensure that scientific concepts are communicated clearly and responsibly
- avoid exaggeration, sensationalism, or misleading claims

Accessibility and usability

CGE will:

- design digital content to be accessible and user-friendly
- follow recognised accessibility principles where reasonably possible
- ensure that content is structured clearly and logically

Feedback and continuous improvement

CGE will:

- seek feedback from audiences, collaborators, and partners
- monitor performance indicators such as engagement, clarity, and accuracy
- review processes regularly and implement improvements

Training and awareness

CGE will:

- ensure collaborators understand quality expectations
- provide guidance on editorial standards and scientific communication
- encourage professional development where relevant

Risk management

CGE will:

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- identify risks to content quality or accuracy
- implement proportionate controls
- review risks annually or when operations change

Approval

This policy is approved by:

Founder & Director Coastal Geohazards Experts Ltd on 04/02/2026



Andres Payo

Director

