It is the policy of the Company to always meet customer requirements and to strive to further enhance customer satisfaction for the products and services that we provide, as covered by our documented Quality Management System and by our Quality System Approval with our Certification Body (BINDT/PCN) and others.

Furthermore, it is the intention and Quality Policy of this Company's Management Team to conform to all applicable elements of BS EN ISO 9001:2015 - Quality Management System Requirements – and all relevant BINDT Scheme requirements.

Our documented Quality Management System is therefore written around our personnel conforming with those requirements and compliance with all legal, statutory, and regulatory requirements appropriate to our range of products and services and to our business operations/processes.

The Company's Management are committed to this policy (which is reviewed annually) and to the continual improvement of the effectiveness of our processes and the overall Quality Management System, demonstrating this by:

- Communicating to everyone in the Company the importance of meeting customer as well as all applicable legal, statutory and regulatory requirements.
- Establishing and communicating this policy statement to all our personnel (and any subcontractor that is required to work in accordance with it) – ensuring that it is understood by them.
- Ensuring that Company Quality Objectives are established and are met.
- Conducting internal audits, management reviews and other monitoring and measuring processes to determine the effectiveness of our overall QMS, and to bring about ongoing improvements where necessary.
- Ensuring the availability of all required resources.
- Ensuring our commitment to reducing our impact on climate change and other environmental goals and aspirations.

In signing this page below, Nicola Dodsley is authorising both this outline Policy Statement and the whole of the contents of the Quality Manual.

Approved/Authorised by:

Nicola Dodsley

Nicola Dodsley
Operations Director
05.03.2026

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