

## QUALITY POLICY

It is the policy of the organisation to achieve the highest standards of product quality and customer service, which fulfil the requirements of our customers and quality standard parameters. In order to achieve this the company has implemented a corporate wide quality system in accordance with ISO 9001.

The Organisation has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001:2015 Standard. These objectives will address the risks and opportunities within the Organisation as determined by Top Management, as defined below:

- **To analyse Manufacturing / Sales process performance and product conformance data (by reviewing customer complaints, non-conformances, on time delivery and returns) in order to measure company performance against planned goals and to assist in making effective decisions and in the setting of revised targets.**
- **Meet Customers applicable requirements in terms of turn-around time, Quality of goods supplied and reliability of service.**
- **Use Internal audits and other checks to ensure the Quality system continues to comply with requirements; to ensure problems are investigated promptly, the root cause established and effective action taken to prevent a recurrence.**
- **Ensure equipment used is fit for purpose, properly maintained and calibrated where applicable and where possible, measurements are traceable to recognised standards to seek improvements in the equipment and methodology used.**
- **An appreciation by all employees that consistent high quality can only be achieved by ensuring proper controls and that procedures are implemented followed and maintained.**
- **Take due care to ensure all work related activities are safe for employees, contractors and visitors on site and to ensure general housekeeping is kept up to the highest standards expected by Top Management to ensure we work in a safe environment.**
- **To Deliver the highest standards of training and education for Lifting, Load Control, Work at Height and Rescue (Work at Height and Rescue training to be delivered in line with the code of practice BS 8454:2006).**

These Quality objectives are established and will be reviewed by the Top Management through the management review process.

Performance data is analysed to assess the continuing suitability of the Quality Objectives and the Quality Policy.

This policy is approved by the undersigned and is supported by all levels of management within the organisation. All personnel shall be guided by the contents of the Quality Management system and no deviation from the methods and procedures set down shall be permitted.

Signed:



Dated: 10.01.24

Managing Director