



QUALITY POLICY

This policy will be implemented and understood, at all levels within the company, through the commitments contained within the Business Manual, the Operating Procedures and other related publications that we consider relevant to ensuring an efficient and effective management system. The business management system (BMS) is implemented and maintained to ensure it complies with BS EN ISO 9001:2015.

It is the responsibility and duty of our Directors, employees and persons working on our behalf to ensure compliance to the business management system to enable the company to satisfy the requirements of BS EN ISO 9001:2015; product standards; such as BS EN 13830:2015; BS 4873:2016; PAS 24:2016; our client's requirements; including regulatory agencies, interested parties and any other applicable requirements at all times.

Our aim is to constantly assure client satisfaction by providing our client's with quality, reliability and integrity in our products and services; to ensure value for money and continual improvement; through an efficient and effective business management system.

The company are fully committed to ensuring that its objectives for continual improvement are implemented by defined plans which are measured and monitored.

Our company values are defined and promoted throughout our business by the following Core Values statement:

Trust: Promote an environment where confidence and truth prevail throughout the business.

Responsibility: Have the maturity to take ownership for all that we do.

Fair: Treat others as we expect to be treated ourselves.

Reliability: Be dependable and well-founded

We will respond positively to our client's needs, by ensuring we operate as an effective competent team; through open and honest communications. Total customer satisfaction is our ongoing goal.

Signed:

A handwritten signature in blue ink, appearing to read "Peter J Whitmarsh", written over a horizontal line.

Peter J Whitmarsh
Managing Director

Date: 20th August 2021