

# QUALITY POLICY

We have implemented a quality policy that is appropriate to the nature, scale and impacts of our activities and services. It has been written with due regard to the internal and external issues that may affect our business achieving our strategic goals and to the interested parties whose needs we understand and meet.

We understand the risks and opportunities associated with our management system and have established control measures to restrict negative outcomes and encourage positive results.

We are committed to a process of planned continual improvement in such a way as to meet customer needs to ensure compliance with regulatory and other requirements.

We will meet the requirements of ISO 9001:2015 as well as the applicable supporting codes of practice.

This policy provides the framework for setting and regularly reviewing our objectives and targets in respect of minimising customer complaints and non-conformance, improving customer satisfaction and staff perception, protecting the general public and others as deemed appropriate.

This quality policy document and the associated processes are implemented, maintained, and communicated to everyone in the company as well as customers, stakeholders, interested parties and regulatory bodies as required.

This policy will be reviewed regularly as required, or when any significant changes are made to our management systems

We are totally committed to achieving our objectives and to a policy of continual improvement. Improvement is the responsibility of everyone employed by the company.

Signed:

01/07/2020