

## Quality Policy

The Directors and employees of the Group have a personal commitment to understand, meet and, when possible, exceed our Customer's Requirements through the continuous improvement of our operations. We are dedicated to delivering defect-free products and services on-time and at the most competitive cost possible.

The Group's aim is to constantly review its commitment to quality practices and seek continual improvement to satisfy applicable requirements and achieve its goals. Its approach is based upon the following principles:

### Overall

- To maintain an effective Quality Assurance System complying with International Standard ISO 9001 (Quality systems)

### Customer focus

- To operate for the benefit for its customers
- Customers should be involved in helping to achieve standards, suggesting improvements and commenting on how well overall the Group is doing in meeting their needs.
- The goal is to deliver a total quality of service which more than meets the requirements of its Customers

### Continuous improvement

- The Group will continually review what it does, learning from experience and adopting change where change will deliver improvements.
- It is committed to evaluating its performance comparing itself with industry best practice and taking action to improve where required.

### Working together

- The Group appreciates that effective working between internal support services and those teams providing services externally are vital to delivering excellence to our customers.
- Excellence does not stop at the borders of a particular team, department or division. It relies on effective working together to the benefit of customers. This may include forging partnerships beyond its organisation, with suppliers, professional bodies and trade representatives.

### Supporting and valuing our people

- The Group appreciates that employees who are well supported are more satisfied in their work and provide a better service. Good support is an essential element of excellence
- The Group also believes that its employees can help it to improve the services it provides and its operations and that they should be encouraged to do so.

### Managing for quality

- Quality of services is important to the Group's operations and its Directors and Managers need to be personally involved in listening to customers and employees to help improve methods of operations. Employees must consider quality of products and services whilst carrying out their duties.

### Return for shareholders

- To operate the business in a profitable manner, providing a reasonable return on investment for its shareholders



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