

LR0790 Quality Policy

The Company's quality policy has been established in line with its corporate vision and strategy and underpins the associated goals and initiatives. The Company will also incorporate the external Quality Standard (ISO 9001:2015) which facilitates the establishment of confidence-building relationships with our customers.

The main guidelines for our business activities are the quality principles as outlined below. They form the essential framework for the development of our Quality Management Systems at all Group levels. Top Management shall demonstrate Leadership and Commitment with respect of the QMS by taking accountability for its effectiveness.

- Our objective is to provide our customers with excellent products and services.
- Our quality benchmark is determined by our customers. The customer's verdict is final.
 - We are committed to customer-supplier relationships both internally and externally.
 - We seek agreement with our customers (clear values).
- We aim to continually improve the effectiveness of the Quality Management System.
 - This is achieved through effective auditing of our procedures and processes.
 - We have regular Management Reviews to monitor and improve the Systems.
- We encourage open and 'partnering' communication with all Interested Parties.
- Each one of us takes responsibility for the output quality of his/her own work.
 - The delivery, expertise, and responsibility for work quality and output are in our hands.
 - We only deliver excellent work. The goal is always to do it right first time.
- Each one of us is aware of his/her internal customer in the process chain.
 - We consider all internal interfaces as customer-supplier relationships.
 - Statements of principle apply equally to all internal customers.
- We have a quality policy of continual improvement.
 - We learn from mistakes
 - We set ourselves goals
 - We measure quality throughout the process chain by Key Performance indicators

Signed



Stephen Saunders
Managing Director

Date... *1st Sept 25*