

Quality Policy Statement

Our Vision

The Company are committed to providing a service that will exceed customer expectations for quality, safety, sustainability, cost delivery and value.

Additionally, we are dedicated to creating a profitable business culture, with consideration and focus, as outlined in our **IMS Manual** on all elements relating to:

- Our Employees
- Our Customers
- Our Community
- Our Quality of Service

Our Commitment

Our commitment is driven by the following management principles:

Customers

- Ongoing engagement with our customers to identify their needs and provide a quality service to meet those needs.

Service

- Ongoing monitoring of systems, products and innovation in the market, to promote continual improvement and consistent quality of our service to customers.

Employees

- Ongoing development of staff competencies, and promotion of staff awareness of our company policies and procedures.

Communication

- Ongoing communication of company policies and principals to all company stakeholders via company website, employee inductions and training, appraisals, and company Boris system.

Management

Management are committed to complying with the requirements of ISO 9001:2015 and to engage at all levels in the production and continual improvement of an **Integrated Management System**, to include procedures and processes to promote the above principles. Our IMS Manual and policies equip management with the tools to monitor:

- performance at all levels
- customer feedback
- market risks and opportunities

Management will then set targets and objectives, documented in management meetings, to promote and achieve continual improvement and excellence of service.

Signed 

Director

Signed 

Quality Manager

Date 01.01.2026