

1 Quality Policy

Our overall objective is to consistently provide customer value and satisfaction in service through leadership, continual improvement, employee development, recognition and social responsibility. Our quality management system provides a framework for measuring and improving our overall business performance, supporting our company strategy and business plan, facilitating continual improvement and ensures the fulfilment of our customers' requirements and other applicable requirements.

The Quality Policy of our organisation is:

- ▶ To ensure that the company fully meets the requirements of our customers and endeavours to enhance the overall service to our customers to ensure that they are fully satisfied with our services.
- ▶ To ensure that the requirements of all interested parties are clearly understood so that our services can be delivered in a timely and professional manner.
- ▶ To promote the use of a process approach and risk-based thinking; resulting in all processes being established, documented, resourced appropriately, monitored and measured to ensure conformance to their intended results (Customer requirements, Business objectives, and applicable industry regulations and legislation).
- ▶ To ensure that its entire staff is given sufficient training and development support to ensure competency for their area of work through education, training and experience, where appropriate.
- ▶ To work closely with our customers to develop and maintain first class relationships.
- ▶ To ensure commitment to maintaining and developing first class supplier relationships.
- ▶ To ensure management's participation in the monitoring and measurement of the performance of the quality management system and be focused on acting on opportunities for continual improvement.
- ▶ To plan and establish measurable objectives based on this Quality Policy for the ongoing development of the company and our customers. To ensure these objectives are regularly reviewed and measured by management.

This policy shall be controlled and maintained as part of our quality management system. It will be available to interested parties and members of the public on request from our Quality Representative and to all persons working for or on behalf of the Company through our internal communication network.

Signed:



Date: 13-09-2023

Richard Hogan
Group Managing Director
STS Group