

IM02A Quality Policy

(ISO 9001:2015, Clause 5.2)

We have established this quality policy to be consistent with the purpose and context of our Company. It provides a framework for the setting and review of objectives in addition to our commitment to satisfy applicable customers', regulatory and legislative requirements as well as our commitment to continually improve our Integrated Management System.

Customer focus: As a Company, we have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.

Leadership: Our Directors have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

Engagement of people: As a Company, we recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.

Process approach: As a Company, we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: We have committed to achieving continual improvement across all aspects of our quality Integrated Management System, it is one of our main annual objectives.

Evidence-based decision making: As a Company, we are committed to making decisions relating to our Integrated Management System following analysis of relevant data and information, recognising that continual improvement is a core and ongoing objective of our quality management system.

Relationship management: We recognise that a Company and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Our policy is also to meet the requirements of other interested parties and to address our social, environmental, charitable, regulatory and legislative responsibilities.

We have produced quality objectives which relate to this policy and they can be found in document IMR04 IMS Objectives.

This policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Website, Company Noticeboard and Intranet.

This policy is fully supported by top management and is communicated, understood, and applied throughout the organisation.

Authorised by: H.M. Maas

Position: Director

Date Approved: 05-01-2026

Review Date: 05-01-2029

A handwritten signature in blue ink, consisting of a large, stylized 'H' followed by a series of loops and a long horizontal stroke.