

PURPOSE

Through the way we work and behave, aim to ensure that all our people and where feasible stakeholders, are engaged in actively managing our work processes and strive to maintain and improve our quality of service and product aiming to exceed our customer expectations.

SCOPE

This policy applies to all group companies of Stonbury (Holdings) Ltd (the "Group"). It applies to all work activities undertaken on behalf of the businesses.

COMMITMENT

It is the Board's intention to demonstrate ongoing customer satisfaction and commitment to improving performance throughout our organisation through training, promoting best practices, continually testing and improving internal processes aimed at exceeding customer expectations and fulfilling moral responsibilities and legal obligations.

Through our employees and subcontractors, we will strive to deliver the very best level of service on time every time to the highest levels of quality. This is evident, in part, by our ISO 9001 registration and continuous improvement programme. The Board is committed to ensuring that all employees recognise and understand their obligations to apply and implement appropriate measures.

CONTROL

The control and monitoring of service and quality, processes and procedures is vital as part of the company's culture to continuously improve. These obligations are reflected in the following commitments:

- Adequate resources will be provided so that that all our people, subcontractors and stakeholders are aware of this policy and commitment to its effective implementation.
- Senior management will ensure that roles and responsibilities for quality management are defined, as necessary, within role profiles.
- To communicate to all employees their responsibilities and co-operation with management in its effort to fulfil the policy.
- Establish, implement, and maintain a quality management system to meets or exceed the requirement of ISO 9001.
- Meet, or where reasonably practicable, exceed all legal, customer and other applicable requirements.
- Regularly monitor the quality management systems and our performance in key areas so that they continue to meet the needs of the organisation and its customers and in order to identify opportunities to improve.
- Listen to customers so that their needs are fully understood and considered in all relevant business processes.
- Set and review strategic and operational tracked quality objectives to facilitate continuous improvement in the systems and its processes.
- Identify non-conformances from a variety of sources and assess these to identify root causes and implement corrective and preventative measures.

REVIEW AND COMMUNICATION

We will review and revise this policy at 12 monthly intervals. We will communicate this policy throughout all levels of the group and make it available to interested parties on request.

APPROVAL

Signed by the CEO



Trevor M Hoyle
Date 1st July 2024