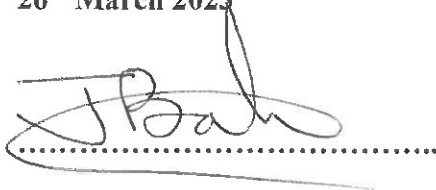


## Quality Assurance Policy

- 1 The corporate objective of the company is to achieve long term profitability through the provision of scaffolding services which  
  
Meet or exceed the customers needs and expectations together with specified/contractual requirement, and  
  
Enhances our standing as a contractor of high repute.
- 2 to assist in achieving this objective, an integrated quality management system is operated by the company, which complies with the requirements of BS EN ISO 9001:2015
- 3 A quality manual has been developed which outlines the organisation, delegation of responsibilities, and procedures, which are to be followed in order to achieve the company's objective.
- 4 Directors and Managers are required to establish and maintain instructions and procedures to ensure that, within their areas of responsibility, employees understand their duties fully, and carry them out to the standard required.
- 5 The company has appointed a QA consultant who shall provide the relevant advice and shall assist in monitoring the system and procedures reporting to the Board the effectiveness of their continued implementation.
- 6 Any disputes concerning the requirements of the Quality system shall be resolved by myself
- 7 All employees with the Company shall be made fully aware of the Company's Quality Policy and objectives and regular meeting and reviews shall be held to ensure that quality related problems are discussed and any necessary action is taken promptly.
- 8 The company acknowledges that Quality assurance and operational efficiency are complimentary and that the continual use and development of Quality Assurance system are an important aspect of management responsibility.
- 9 Training in matters relevant to Quality Assurance shall be given to managerial, supervisory staff and to operatives as required.
- 10 An adequate service in matters of Quality Assurance is provided and maintained.
- 11 Audits and inspections shall be undertaken on premises and relevant sites by competent personnel. The findings of all such audits and inspections shall be passed to the relevant local manager for action and information.

- 12 Adequate planning and consideration of Quality Assurance matters shall be applied to all work prior to commencement.
- 13 Upon commencement of employment, all employees shall be inducted to the company in Quality Assurance matters.
- 14 All employees shall be encouraged to submit suggestions and ideas for improving Quality Assurance issues within Company operations.
- 15 Statistical analysis of all Quality Assurance performance shall be collated and analysed and will be communicated throughout the company.
- 16 The company shall implement procedures to ensure that appropriate contacts are subject to formal review with the customer on a regular basis to measure the performance of the Company regarding the specified/contractual requirement.

**John Bate**  
**Managing Director**  
**26<sup>th</sup> March 2023**

A handwritten signature in black ink, appearing to read 'J Bate', is written over a horizontal dotted line. The signature is fluid and cursive.