

## QUALITY STATEMENT

### QUALITY POLICY

- Top management shall ensure the effective communication of the Quality Statement to employees within the organisation.
- All personnel are required to give total support to the quality management system, and to follow formal procedures and processes, in order to achieve and maintain the organisation's quality aims and objectives.
- Management are committed to giving full support to the quality management system and to providing adequately trained and timely staffing of the quality management system functions.
- In matters relating to quality, the Quality Manager may not be overruled, except by the Managing Directors consent.
- Top management shall periodically review the quality management system's policy, aims and objectives, to ensure continuing suitability.

### QUALITY AIMS

- To develop and maintain an economical, practical, and documented quality management system, for each operating section to comply with the requirements of BS EN ISO 9001:2015.
- To ensure the factors affecting the quality of contract, products and services provided by Locker Group are controlled, including the working environment and operational infrastructure of the organisation.
- To achieve customer satisfaction by completing contracts in an effective manner, and by providing products and services that comply with specified requirements and are in accordance with the expectations of the customer.
- To maintain and improve the quality, safety and performance of Locker Group products and services, leading to enhanced reputation with customers and increased market share.
- To operate and control a continual quality improvement process, via specific quality objectives directed at creating committed customers, improving productivity, reducing costs, and increasing employee participation in the process.



**A Campbell**  
CEO  
8th January 2024



**M Wood**  
HSQ Manager  
8th January 2024