

## Quality Policy

Clydesdale's policy is to provide a professional and efficient service to meet all of the agreed requirements of our customers. This achievement will drive our business efficiency and the enhancement of our long-term profitability.

The Management Team bears the responsibility for establishing, maintaining and implementing a management system for controlling, improving and achieving consistency in our activities.

Consequently the company has sought and achieved certification to ISO9001 and has complies with the latest version.

Our Documented Quality system comprises a quality manual with associated procedures and documentation which address how Clydesdale manage and control their business to meet the requirements of their customers and ISO9001.

The quality management system will be monitored regularly under the top management's ultimate responsibility with regular reporting of the status and effectiveness at all levels.

Clydesdale aims to:

- Provide a service that meets customer and regulatory requirements.
- Enhance customer satisfaction through the effective application of the quality system.
- Continually improve its systems and methods of working and the effectiveness of its quality management system
- Ensure that all employees are trained to perform the duties required by their specific role. Further the Organisation will ensure that any sub-contractors employed for a particular function will meet specified requirements and accept responsibility for their work
- All employees have a proper understanding of the importance of the quality system's function and its direct relevance to the success of the Organisation.
- Set, monitor and review achievable quality objectives and metrics.
- Drive continual improvement of performance against the objectives and metrics.
- Publish this policy so that it is available to all employees and customers.

This policy will be regularly reviewed to confirm its continuing suitability.

By my signature, I David Sample, Managing Director of Clydesdale confirm the commitment of the company and its employees to the implementation of the policies and practices of the quality management system based on the requirements of ISO9001:2015

Signed



Dated

24th February 2022

To be reviewed yearly