

## QUALITY POLICY

It is the policy of New Age Glass Limited to maintain a Quality Management System designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

The objectives of our Quality policy and management system are to:

- deliver our services to specification, on time and to the price quoted in order to give satisfaction to all of our customers, other stakeholders and interested parties to meet and, whenever possible, exceed their expectations;
- conduct our business in an ethical and professional manner;
- deliver our quality products and services nationally on new build, refurbishment and maintenance projects through the effective use of this Quality Management System;
- satisfy our clients' requirements and get things right first time. Should we make a mistake, we will identify it and rectify the situation as quickly as possible;
- provide the necessary resources of equipment and manpower, ensuring our staff team, who are an integral part of our success, are comprehensively trained, equipped and empowered to address any challenges that arise within our processes to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of our Quality Management System and Policy objectives;
- maintain a management system that will achieve these objectives and facilitate continual improvement in the effectiveness and performance of our service and products, conduct ongoing reviews to ensure we continue to meet the needs of our customers and interested parties, and compliance with our business and statutory obligations;
- ensure regular reviews are undertaken to identify trends and put in place effective methods of communication to capture best practice and share innovation in order to promote continual improvement within the business and partnerships in which we work;
- make the details of our policy known to all other interested parties including external where appropriate and determine the need for communication and by what methods relevant to the Quality Management System;
- continue to ensure that we process and protect our interested parties' personal data in line with current data protection legislation and in a way that enables them to exercise their rights under this legislation.

This Quality Policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the Quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service and of the products or service we provide.

To ensure New Age Glass maintains its awareness for continuous improvement, the Quality Management System is regularly reviewed by the Senior Management Team (SMT) to ensure it remains appropriate and suitable to our business. The Quality Management System is subject to monthly internal audits and annual external audits.

*Marc Parkinson*

Marc Parkinson  
Director  
24<sup>th</sup> April 2024