

QUALITY POLICY

Brenmar Ltd ('The Company') with its operations centre located in Southampton, Hampshire, England, UK, provides services to a broad range of sectors anywhere in the United Kingdom as identified within the company scope of business.

The continuing policy of Brenmar is to provide a professional and efficient service to meet all of the agreed requirements of our customers. This will result in securing regular business and the enhancement of long term profitability. We are committed through the operation of our Integrated Management System to achieving the client's requirements in full each and every time.

We, as top Management, bear the responsibility for establishing, maintaining and implementing the systems that control all our particular activities and we undertake to ensure that, through instruction, practical example and training, quality is the aim of all members of the organisation. We will ensure that each employee has a proper understanding of the importance of the quality system function and its direct relevance to the success of the organisation. Together, we are committed to ensuring that our services meet and even exceed customer, supplier and stakeholder expectations while meeting all applicable standards together with national and international requirements.

It is the responsibility of every employee to ensure that our products and services meet the quality criteria set by the company. The company supports a culture that values the highest quality performance with every function having the objective of quality in mind. The Company aims to support these commitments using the Integrated Management System which will be reviewed to assess its effectiveness and opportunities for continual improvement by ensuring: -

- The service, products provided conforms to agreed customers' requirements including compliance with legal and other requirements.
- The IMS and Policies are subject to on-going review via the formal Management Review Process to ensure it continues to be effective and suitable for the company business needs.
- Quality objectives are set, reviewed and progressed via the formal management review process. These objectives are clearly communicated to all employees so that they may participate in their achievement.
- Appropriate resources are available, and training is organised to support the needs of the business.

The Company has a process of continual improvement to its Integrated Management System including its services and customer focus ensuring that we understand the customer's needs, both now and for the future and by: -

- establishing and maintaining an IMS which conforms to the ISO 9001:2015 standard.
- to be attentive to our clients' needs and requirements, then develop those objectives and integrate them into the review process. continually improving customer satisfaction.
- to enable our people to formulate solutions that meet and surpass our client's expectations
- promotion of equal opportunities and to nurture innovation
- continually develop the communication between staff and clients and ensuring that all employees are suitably trained and resourced.

- all new and existing personnel and persons working on behalf of the Company are made aware of the Quality Policy either by internal communication (e.g. displayed within the company workplace), on-going training or Induction.
- this Quality Policy is also made available to the public and other relevant interested parties either electronically via the web site and / or via hard copy issued on request.

We hereby certify that our Quality Management System accurately describes how we meet the requirements of our customers within our organisation, while also meeting the requirements of ISO 9001:2015.

Signed

A handwritten signature in black ink, appearing to read 'M. Harvey', with a horizontal line underneath.

Mark Harvey
Director

December 2023