



5) Quality Policy Statement

Issue Date:
31.03.2021

Review Date:
31.03.2021

Issue:
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DOCUMENT UNCONTROLLED WHEN PRINTED

Quality Policy Statement

Top management have established policy which outlines the company's commitment to quality. To ensure that this policy is clearly defined, understood and effectively implemented at all stages of the company's operations, a documented quality system has been developed to comply with the requirements of ISO 9001:2015 to which this manual is correspondingly referenced. The manual specifies the organisation and procedures upon which ES Structural Steel quality policy is based on. The procedures, which apply to all products/services of ES Structural Steel, have been authorised by the undersigned and must be adhered to for the relevant activity at all stages of ES Structural Steel operations. All the company procedures are relevant to the expectations and needs of the customers. ES Structural Steel will review this policy and the quality objectives at the management review meeting. ES Structural Steel is committed to a continuous improvement programme. A copy of this statement will be issued or made available to all employees of ES Structural Steel. This policy statement and the integrated manual will be reviewed at the management review meeting.

The quality policy statement is:

- Appropriate to the purpose and context of ES Structural Steel and supports its strategic direction.
- Committed to provide a framework for setting quality objectives.
- Committed to satisfy applicable requirements.
- Committed to continual improvement of the integrated management system.
- Available and be maintained as documented information.
- Communicated, understood and applied within ES Structural Steel.

The quality policy statement shall:

- Take accountability of the effectiveness of the IMS.
- Ensure that the quality policy and objectives are established for the IMS and are compatible with the context and strategic direction of organisation.
- Ensure the integration of the IMS requirements into the organisation's business processes.
- Promote the use of the process approach and risk-based thinking.
- Ensuring that the resources needed for the IMS are available.
- Communicate the importance of effective integrated management and of conforming to the IMS requirements.
- Ensuring that the IMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the IMS.
- Promoting continual improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Objectives & Targets

Objective	Obtain ISO 9001:2015 certification.	Protection of data.	Aiming to achieve zero customer complaints.	Aiming to satisfy all our customer requirements.	Safeguarding the business from worldwide pandemic (Coronavirus).
Target	Obtain ISO 9001:2015 certification during the next 12 months.	Meet the requirements of general data protection regulation during the next 12 months.	Aiming to achieve zero customer complaints during the next 12 months.	Receive positive feedback on all customer feedback forms during the next 12 months.	Safeguarding the business from worldwide pandemic (Coronavirus) during the next 12 months.

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Date:	03.06.2021