



## QUALITY POLICY

The objective of AIG Engineering Ltd is to supply its customers with the products or services that they require, This will predominantly be steel fabricated products, often related to protecting a variety of equipment.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System, that is independently certified as compliant with the requirements of ISO 9001:2015.

In particular, the company will:

- Set measurable objectives that will help achieve customer requirements, including:
  - Improving the product range
  - Providing a high standard of customer service to retain and attract customers
  - Reducing complaints.
- Work towards achieving externally verified, industry wide acknowledged ratings of its products, covering security, fire and any other attack techniques that may become relevant.
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process
- Monitor customer satisfaction via any feedback that can be obtained from customers.
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence
- Select and work closely with suppliers and sub-contractors who enable the company to create and deliver a reliable and consistent performance
- Recruit employees who are customer focussed and support them with appropriate training and systems to ensure their competence always meets the company's requirements.
- Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products/services and business processes
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that AIG Engineering Ltd complies with all necessary regulatory and legal requirements

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work. This policy document will be reviewed no later than 30/09/24.

Signed on behalf of the Board of Directors:

Position: Director

A handwritten signature in black ink, appearing to read 'M. Rhoads'.

Date: 30-09-23