

# GRANTSIDE QUALITY POLICY

6<sup>TH</sup> OCTOBER 2016

Grantside is committed to the delivery of best value for stakeholders, customers, staff and all those affected by our business operations, within the specific defined parameters of each project. Our business is conducted in accordance with our business management system that is accredited to ISO9001. This management system sets the framework for our operations which includes:

- Obtaining feedback from customers, suppliers and staff to continually improve and maintain registration of our Quality Management System to ISO9001.
- Selecting suppliers that have behaviour and policies that are no less demanding than our own in respect of quality control.
- Dealing with any complaints promptly.
- Complying with all applicable laws, regulations and codes of practice.
- Communication of quality objectives to all involved in our business.
- Using appropriate resources and providing the necessary training to develop and enhance skills.

All our staff are briefed regarding this policy and encouraged to feedback their comments on how it can be improved.