

Qualter Hall & Co, Ltd.'s objective is to be recognised nationally and internationally as a business that provides products of renowned quality, safety & reliability. This will be achieved by seeking to continually improve our processes and actively encouraging participation from all our stakeholders in the future development and growth of the business.

In order to achieve the company objectives, we will maintain & look to continually develop on the below.

- Maintain and develop a Quality Management System in accordance with BS EN ISO 9001:2015 and enhance our Quality Management System by maintaining BS EN 1090-1 (Execution of steel structures and aluminium structures).
- Ensure necessary resources and technology is made available throughout the organisation enabling Qualter Hall to provide a first class service.
- Openly communicate with all our interested parties, foster excellent working partnerships, with the aim of meeting and exceeding our client's demands for quality, safety, performance & cost at every level.
- Look to develop and continually improve on our business and manufacturing systems by actively monitoring and encouraging a team approach, within the organisation.
- Realise that employees are our greatest asset. Support and encourage them to reach their potential through continual management leadership. Provide training and education when found to be justifiably beneficial to the enhancement of both the employee and company.
- Actively discuss and agree appropriate methods of working with our clients & service providers that still ensures component compliance when national or global circumstances change the way we have to operate across our business.

In order to achieve the above the company has appointed a Quality Manager who with the support of senior management has the authority to implement, develop and maintain working systems and procedures throughout the organisation.

It is the duty of all personnel working for or on behalf of the company to follow approved quality procedures. In doing so we shall endeavour to deliver a first class quality product right first time.

This Policy will be displayed throughout the organisation and communicated to all employees. It will be reviewed annually during the management responsibility quality meeting for continuing company suitability. Should company requirements change necessitating a review of this policy prior to the annual meeting, then this shall be conducted in conjunction with senior management.

Overall responsibility within the company is held by the Chief Operating Officer.

This policy statement is available to interested parties upon request, and on the company website <http://www.qualterhall.co.uk>

Signed:

Graham Carr – Chief Operating Officer

January 2026

