

## QUALITY POLICY STATEMENT

Highline Contracts (Southern) Ltd Quality Policy is to achieve sustained profitable growth by providing quality services that consistently satisfy the needs and demands of our Clients.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

To achieve and maintain the required level of quality assurance, the Managing Director retains responsibility for the quality system with assistance from all staff.

**The objectives of our quality system are:**

- To ensure a high-level quality system, established through good communications of our Clients' needs.
- To set standards and instigate procedures that make the Company leaders it its field.
- To continually improve the system by self-critique, audit and the following up of Customer complaints.
- To promote training and to verify and optimise Employee knowledge at all levels of function in the pursuit of quality.

**The Company beliefs in our quality systems are applied in these three simple objectives:**

- Quality – to maintain our superior products
- Service – to give solutions on time
- Relations – to know better our Clients

The Board of Highline Contracts (Southern) Ltd is fully committed to ensuring that Highline Contracts (Southern) Ltd complies both with the letter and spirit of the principles in the Quality Policy. For that reason, Mr Brad Pammen has been appointed by Highline Contracts (Southern) Ltd with the responsibility and authority to oversee and drive our Quality Policy.

For and on behalf of Highline Contracts (Southern) Ltd,



Brad Pammen  
Director

Date: 1<sup>st</sup> January 2023