

## **QUALITY POLICY STATEMENT**

### **General Statement**

General & Technical Flooring Services Ltd is a dedicated and quality-oriented organization that recognizes the potential impact of our operations on our employees and stakeholders. Our aim is to lead as a supplier and installer of building services.

We continuously assess and strive for ongoing improvement in how our services meet customer expectations and the efficiency of our internal processes. Insights gathered from these assessments, audits, and reviews drive our pursuit of innovative ways to enhance customer service and service delivery processes.

Through a commitment to continual improvement, we aim to generate positive environmental impacts within our projects, benefiting our clients and the wider community.

### **Aims and Objectives:**

The organization is fully committed to:

- Implementing and maintaining a Quality Management System that continually evolves to improve its compliance with BS EN ISO 9001:2015.
- Enhancing customer satisfaction.
- Identifying "Interested Parties" at all levels affected by the organization's operations, understanding their needs and expectations.
- Recognizing the needs and expectations of Interested Parties that become part of the Organization's Compliance Obligations and contribute to achieving customer satisfaction.
- Establishing and maintaining a Risk Register for the organization, reviewed annually or in response to significant events.
- Promoting throughout the organization the importance of meeting customer needs and expectations, as well as all relevant statutory, regulatory, and compliance obligations.
- Establishing the Quality Policy and its objectives.
- Ensuring that Management Reviews define and review quality objectives and report on Internal Audit results to monitor and measure the process's ongoing effectiveness within the Integrated Management System.
- Guaranteeing the availability of resources to ensure that inputs align with intended outputs.
- Identifying all relevant statutory, regulatory, and compliance obligations and ensuring operations adhere to them.
- Enabling effective and prompt incident control, investigation, and reporting.

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The structure of the QMS is detailed in the Quality Manual. Directors, management, and supervisory staff bear responsibility for implementing the Quality Manual and ensuring that QMS considerations are integrated into the planning and day-to-day supervision of all work. All employees and subcontractors are expected to cooperate and assist in implementing this policy while ensuring that their work is conducted with minimal risk to themselves and others. This cooperation extends to all QMS-related matters with management. The QMS will undergo an annual review or as prompted by significant events.

SIGNED

**J.MORRISON (MD)** 10/10/25



| DATE          | REVISION | DETAIL                        | PREPARED BY   | APROVED BY    |
|---------------|----------|-------------------------------|---------------|---------------|
| July 2020     | A        | New background                | John Morrison | John Morrison |
| November 2020 | B        | Updated Content               | John Dunn     | John Morrison |
| November 2021 | C        | Small wording change          | John Morrison | John Morrison |
| November 2022 | C        | Annual Review – No Change     | John Dunn     | John Morrison |
| October 2023  | D        | Annual Review – Upgraded text | John Morrison | John Dunn     |
| October 2024  | E        | Annual Review                 | John Dunn     | John Morrison |
| October 2025  | F        | Annual Review                 | John Morrison | John Dunn     |
|               |          |                               |               |               |