

## Quality Policy

It is the declared policy of Nuneaton Signs Ltd to achieve and maintain the highest possible standards for the quality of product and service, and to ensure that products supplied fully meet customers' requirements.

The three main objectives of Nuneaton Signs are: -

1. Quality of product
2. Quality of service
3. Competitive pricing

The Quality Assurance policies, systems and procedures developed by Nuneaton Signs Ltd as defined in the Integrated Management System (IMS) Manual and supporting Quality Procedures are applicable to all activities and sites of operation. The management systems are designed to ensure that the quality requirements of our customers are fully met, and customer satisfaction is always achieved.

The Quality Assurance programme of Nuneaton Signs Ltd as documented in the IMS Manual & Quality Procedures is designed to ensure that the requirements of ISO 9001: 2015, CPR 305/2011/EU Fabricated Metal Products (UKCA Marking), plus equivalent standards are met. The objectives of the programme are to supply signage and related services of reliable quality at acceptable cost, in accordance with customer's specifications and Statutory/Regulatory requirements. Nuneaton signs also undertake the responsibility for notifying relevant bodies on changes to their existing certification.

The Company is committed to the continual improvement of their effectiveness of the various elements of the Quality Programme until such time that an optimum level is reached, and further improvement is not commercially viable or cost effective. This policy has the unqualified support of the management team, and it is a mandatory requirement that all personnel involved comply with the defined policies, systems and procedure. No deviation is permitted without the approval of the QHSE Lead.

The QHSE Lead has the delegated authority and responsibility to maintain the Company Quality Assurance Programme and the organisational freedom to recognise and resolve quality problems. In the event of any conflict between Senior Personnel and the QHSE Lead, the Managing Director, to whom the QHSE Lead has direct access, will resolve this.

Written by: Lee Hatton (QHSE Lead).....

Approved by: Christopher Wilcox (Managing Director).....

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