

QUALITY POLICY STATEMENT

CHAP Group Limited is committed to delivering products and services that consistently meet customer, statutory and regulatory requirements. The Company recognises that Quality is a management responsibility equal to that of any other business function and shall:

- Promote quality awareness and communicate its Quality Policy to all employees through the provision of appropriate information, instruction, training and supervision, to ensure that activities, products and services meet specified requirements.
- Comply with applicable statutory, regulatory and contractual requirements relevant to the Company's operations.
- Operate a documented Quality Management System in compliance with the requirements of BS EN ISO 9001:2015, as part of an overall Integrated Management System, to ensure the effective control of activities, products and services across the operating divisions of CHAP Group Limited.
- Establish quality objectives and programmes, which will be monitored, reviewed and reported on a regular basis to ensure continual improvement in quality performance is achieved.
- Measure the effectiveness of the Quality Management System through audits, management review, customer feedback, key performance indicators and financial performance, where appropriate.
- Ensure that the appropriate organisation, arrangements and procedures are in place to manage quality effectively and to apply a process-based and risk-based approach to the delivery of activities, products and services.
- Nominate members of senior management with overall responsibility for the Quality Management System and quality performance.
- Compile and implement Inspection and Test Plans where required by the client, contract requirements or internal procedures, to ensure conformity of work and deliverables.
- Ensure that quality processes and procedures are communicated, implemented and maintained at all levels across the operating divisions of CHAP Group Limited.
- Ensure that sufficient resources are provided to maintain and continually improve quality performance and the effectiveness of the Quality Management System.
- Review the Quality Policy regularly to ensure its continued suitability, adequacy and effectiveness, and establish effective arrangements to draw the policy to the attention of all employees.
- Make the Quality Policy and associated documentation available to interested parties upon request.

This Quality Policy and associated documentation shall be communicated to all employees and made available to interested parties upon request.

Signed:



H. Craigie
Managing Director