



QUALITY POLICY STATEMENT

It is the established policy of Gibbons Engineering Group Ltd to operate a Quality assurance system that will fully meet the requirements of ISO 9001:2015 and to supply products and services that are for their intended purpose. Gibbons Engineering Group Ltd understands that the market expectations demand the highest levels of service. It is the purpose of our policies, and our aim, to ensure that the levels of service we provide are continually improving and for us to provide products and services that we can be proud of.

The Directors are committed to achievement and maintenance of a high standard of product quality. To achieve this end, the requirements of the Quality Management System as defined in our operating procedures are mandatory on all employees. All members of staff are made aware of the quality assurance requirements and are responsible for the quality of their work.

Gibbons Engineering Group Ltd will provide training to all staff and ensure they are competent and have established systems of work to ensure the highest quality standards are achieved. When a customer complaint is received, it is managed against our complaints procedures and is investigated; we will do our best to put right all justified complaints.

A framework for setting objectives is in place. Our Quality Management System, including objectives, is reviewed annually for effectiveness and improvement.

This policy has been endorsed by the Board of Directors who gives their full support to the implementation of this policy and is communicated to all persons working on behalf of the Company including any interested parties. It is subject to annual review by the Senior Management Team to ensure of its on-going relevance and effectiveness to the business.

Signed:

A handwritten signature in black ink, appearing to be 'M Gibbons', written over a light blue horizontal line.

Date: 11th March 2024

Matthew Gibbons
Director – Gibbons Engineering Group Ltd