

# Quality Policy Statement

## Customer Focus

We will make the satisfaction of customer's needs our primary goal by working with customers to establish and satisfy their requirements now and in the future. Effective communication arrangements have been established to assist with the feedback of information relating to the supply of product and the associate's service. Information is analysed and used to continuously improve the company's processes.

## Scope

The design, manufacture and supply of Brick Slip Lintels, Masonry Support Systems, Masonry Support Systems with Brick on Soffit Systems, Brick Slip Soffit Panels, Windposts (lateral support system for masonry), Cavity Tray Lintels, brick cutting, brick cut and bond, brick re-facing and brick filling.

## Risk-based Approach

We have adopted a risk-based approach to quality management and we aim to achieve this by forward planning, monitoring risks and opportunities, and compliance obligations of the Quality Management Systems. We actively monitor the needs and interests of relevant interested parties and issues that could affect the Business Management System and its business objectives.

## Approved by:

A handwritten signature in black ink, appearing to read 'Andy Neal'.

**Name of Approver:** Andy Neal

**Position:** Managing Director

**Month of completion:** January 2025

## Staff

We will promote an environment that recognises the contribution of our staff to the success of the business and encourage their involvement and development.

## IG Masonry Support are committed to:

- Ensuring continuous effectiveness of the Business Management System;
- Providing the resources required to effectively manage the System;
- Providing a framework for monitoring and reviewing quality objectives;
- Demonstrating commitment and ensuring the quality objectives are communicated, understood, and implemented;
- Ensuring that the QMS is regularly reviewed at the management review meetings for suitability;
- Continually trying to improve our products and services;
- Building a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers;
- Satisfying applicable requirements.

## Responsibility for Quality

It is the responsibility of the Senior Management Team to lead the ISO 9001:2015 Standards, and to involve all staff through a programme of continuous improvement and effective teamwork. The Senior Management Team have taken responsibility and ownership for the Business Management System and will ensure that the company adheres to this and its improvement moving forward.