



QUALITY POLICY

J Dickinson and Sons LTD aims to provide outstanding professional services to our customers, on time, within budget and consistently meeting agreed requirements and applicable statutory, regulatory and contractual obligations.

The Management has a continuing commitment to:

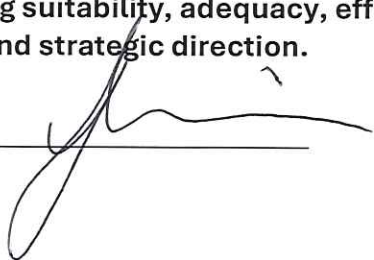
- Maintain and continually improve the QMS, ensuring it remains appropriate to the Organisation's purpose, context and strategic direction.
- Meet customer needs and expectations, enhance customer satisfaction, and respond effectively to feedback, complaints and opportunities for improvement.
- Identify, understand and comply with all relevant statutory, regulatory, contractual and customer requirements.
- Apply risk-based thinking by identifying and controlling risks that could affect service conformity and customer satisfaction, while pursuing relevant opportunities for improvement.
- Establish, monitor and review measurable quality objectives across relevant functions, levels and processes, aligned with this Policy and the Organisation's strategic direction.
- Promote a strong quality culture, accountability, ethical behaviour and awareness of the importance of meeting requirements throughout the Organisation.
- Consider relevant internal and external issues, including whether climate change is a relevant issue and any applicable climate-related requirements or expectations of interested parties.
- Ensure changes to processes, resources and the QMS are planned and controlled so that intended results and service conformity are maintained.
- Ensure Management Reviews evaluate QMS suitability, adequacy and effectiveness, including objectives, customer feedback, process performance, audits, nonconformities, corrective actions, risks, opportunities, changes and improvement.
- Provide the resources, competence, infrastructure, information and awareness necessary for effective QMS operation and consistent service delivery.

- Make this Policy available as documented information, communicate it within the Organisation and make it available to relevant interested parties, as appropriate.

The structure and operation of the QMS are defined within the controlled QMS documentation, including the Quality Manual, procedures, processes and associated documented information.

All personnel and persons working under the Organisation's control are expected to understand and apply the requirements of this Policy within their roles and contribute to QMS effectiveness.

This Quality Policy is reviewed at planned intervals and following significant changes to ensure its continuing suitability, adequacy, effectiveness and alignment with the Organisation's purpose, context and strategic direction.

Signature 

Name: James Dickinson Date: 10/09/26