

## Quality Policy Statement

OnSite Support Ltd recognises that the disciplines of quality, health & safety and environmental management are an integral part of its management function. The Organisation views these as a primary responsibility and as the keys to good business in adopting appropriate quality standards.

The Organisation's quality policy calls for continuous improvement in its quality management activities and business will be conducted according to the following principles:

We will:-

- Comply with all applicable laws and regulations.
- Follow a concept of continuous improvement and make best use of our management resources in all quality matters.
- Communicate our quality objectives and our performance against these objectives throughout the Organisation and to interested parties.
- Ensure that all items which can be CE marked, are CE marked. Where CE marking is not available or inappropriate, we investigate the credentials of the manufacturer to ensure appropriate, independent testing is carried out validating that the product(s) are of suitable quality and safe to use.
- Take due care to ensure that activities are safe for employees, customers, suppliers and any others who come into contact with our work.
- Work closely with our customers and suppliers to establish the highest quality standards.
- Adopt a forward-looking view on future business decisions which may have quality impacts.
- Train our staff in the needs and responsibilities of quality management.
- Supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, we will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request.
- Where products are sourced from external organisations which hold technical files relating to the products being offered, this company will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced.
- Where services are provided related to safety equipment sourced from external organisations, we will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.

To assist the company in achieving its quality requirements we are committed to operating in a manner that sustains registration to the International Quality Standard ISO 9001:2015.

It is the Company's belief that, in operating to these standards, it will meet the requirements of its Customers and the Industry.



19/04/2024

Date: .....

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**Warren Lynes,**  
**Managing Director**

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