



APPENDIX C

Quality Policy Statement

The aim of the Szerelmey Companies is to consistently meet Client's requirements. We achieve this through a Business Management System that provides a structure to identify actions that help us to effectively manage risks to the business.

The senior management of Szerelmey are committed to the following goals:

- To identify areas where we can positively affect our environment in terms of appearance, waste management and pollution.
- To identify any significant professional, legal, regulatory or customer requirements that the business should be aware of.
- To provide adequate training and instruction as necessary to all personnel at all levels.
- To develop mutually beneficial long-term relationships with clients and reliable suppliers.
- To periodically review, prioritise and manage these goals to ensure that they continue to be relevant and contribute to making the business successful.

We aim to achieve these goals through an improvement programme that shall set detailed measurable objectives for the following key activities:

- Capturing details of risks, gaps, key incidents, environmental aspects, complaints and issues that indicate a need to improve, whether general or specific to a project.
- The documentation, implementation, audit and maintenance of an integrated management system which meets the requirements of ISO 9001: 2015 and ISO 14001:2015 as appropriate to the nature and scale of the risks and benefits identified.
- Identification of actions that can be reviewed to assess on-going improvements in client satisfaction, environmental, health, safety and other outputs from management system processes.

All directors and staff understand this policy and how the management system relates to their role in the practice.

Signed:

MD of Szerelmey Limited
Date: 6th April 2023

Signed:

MD of Szerelmey Restoration Ltd
Date: 6th April 2023

Signed:

Director of Szerelmey (GB) Ltd
Date: 6th April 2023