

## POL004: Quality Policy

November 2020

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### Introduction

In developing this Quality Policy, SCL are committed to implementing an Integrated Business Management System accredited to ISO 9001:2015.

### Objectives

Our policy objectives are:

- To consistently deliver products and services in accordance with product specifications
- To effectively manage change, and agree changes with stakeholders in advance
- To actively seek to identify opportunities for continuous improvement.

### Principles

In delivering these objectives, SCL shall:

- Identify risks and opportunities that may affect the quality of our products and services
- Maintain effective communication, consultation and engagement with stakeholders
- Implement management systems appropriate to our quality objectives
- Identify and respond to internal or external changes relevant to the services we provide
- Promote the utilisation of Lessons Learnt processes
- Proactively seek feedback from customers and stakeholders in order to assess customer satisfaction and identify opportunities for improvement

### Policy Review and Maintenance

In accordance with the requirement of our Integrated Business Management System, accredited to ISO 9001:2015, SCL will review and issue this policy at least annually.



Jason Butterworth  
Chief Executive