



Document: QPS01

Issue 01

Quality Policy Statement

The Company is dedicated to the quality policy that will ensure that its services fully meet the requirements of its Customers at all times. The goal of the Company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

M2L believes in the concept of Client and supplier working together in pursuing this policy and continual improvement in quality performance.

The quality policy is based on the following principles:

1. Ensuring that we fully identify and conform to the needs of our Customers,
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them,
3. Everyone understanding how to do their job and doing it right first time,
4. Working with suppliers and Customers to establish and maintain the highest quality standards.

To ensure that the policy is successfully implemented, staff will be responsible for identifying Customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our Company under the disciplines and control of a management system conforming to the International Standard BS EN ISO 9001:2015. While the Company is committed to operating continuously to this standard, it has no immediate plans to certificate the management system through an independent organisation.

Our Company will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our Customers.

We shall ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme. The requirements of this policy shall be reviewed on a regular basis, but at least annually as a minimum.

Signed..........
Managing Director
M2L

27 June 2025