



## Quality Policy



Above is committed to achieving operational excellence in providing solutions that deliver great service, which satisfies the requirements of our customers and stakeholders.

The monitoring and assurance of customer and stakeholder satisfaction is fundamental to all work carried out by our business.

To support the business in achieving its goals Above has developed and implemented an independently certified Quality Management System complying with the requirements of ISO 9001.

The Above Management System contains policies, procedures, and document templates for us to utilise in our processes from cradle to grave.

To achieve this, the Company is committed to: -

- Structuring its organisation, methods, and procedures to meet each customer's specific requirements.
- Complying with all relevant statutory regulatory requirements and continually strive to improve the effectiveness of the quality management system.
- Improving customer focus and in turn customer satisfaction both internally and externally.
- Having a consistent provision of the highest standards of workmanship and care, and doing this wherever possible on time, every time.
- Setting objectives and targets which will be reviewed to ensure continual improvement.

Overall responsibility for compliance with the commitments as stated in this Quality Policy is vested in the Executive Leadership Team.

This policy will be displayed on noticeboards and brought to the attention of other stakeholders as required.

For and on behalf of the ELT  
Pat Rafferty - Operations Director

10<sup>th</sup> January 2024