



QUALITY

Knights Brown is committed to the continual improvement of its business processes to the requirements of ISO 9001:2015 Quality Management Systems, to ensure the highest standard of quality and service for its customers.

The company works closely with all external parties including our customers, partners, designers and subcontractors, to:

- Understand the expected standards of service and specification requirements of our customers.
- Ensure the delivery of projects safely and free from defect to meet or exceed our customers' requirements.
- Identify and control all statutory and regulatory requirements applicable to our operations.
- Communicate appropriately to better understand and meet the needs of all interested external parties.
- Respond promptly to any complaints or incidents and share any lessons learned.

The board of directors will support our employees by:

- Providing an Integrated Management System incorporating quality management processes.

- Identifying clear performance objectives and targets and annually reporting the outcomes.
- Reviewing our quality, safety and environment policies and processes annually and more often as required.
- Providing employee training and development as identified through individual appraisal and business needs.
- Subjecting our systems and processes to internal and external measurement through an audit programme.
- Developing our improvement programme, "Right Works," as recognition for individual employees and teams who exceed expectations and achieve better performance and value for our customers.

This policy statement is brought to the attention of all employees and other interested parties. It is reviewed not less than annually or more often as required.

JUNE 2018

