QUALITY POLICY STATEMENT

The Regional Director and all SCCS personnel are responsible for managing the quality control of SCCS Survey Equipment Ltd business operations.

Definitions

"Company" shall mean SCCS Survey Equipment Ltd – South Depot

"SCCS" shall mean SCCS Survey Equipment Ltd – South Depot

"Management Team" shall mean senior management

Scope

This policy statement applies to:

- All Company business operations for the purpose of the supply, hire, repair, service and calibration of surveying equipment to its customers.
- All Company business operations for the purpose of providing technical support, consultancy and training pertaining to surveying equipment to its customers.

Quality standards are maintained by the following (this is not an exhaustive list):

- Maintenance of a Quality Manual
- Maintenance of suitable Operational Procedures
- Maintenance of suitable Working Instructions
- Maintenance of Company policies and other controlled documentation
- Measurement of customer feedback
- Supporting & promoting a quality driven Company culture
- Promoting clear Company communications appropriate to Company goals/objectives
- Supporting ongoing training programmes appropriate to Company goals/objectives
- Compliance monitoring
- Internal audit of systems on a minimum of annual basis
- Setting of annual targets (which are then measured).
- Actively seeking and implementing continuous improvement actions

Quality standards are important to the Company to ensure it achieves/maintains:

- Consistency of operations.
- Efficient & quality delivery of services which meet and/or exceed customer expectation.
- Effective & structured corrective actions to resolve operational discrepancies.

QUALITY POLICY STATEMENT

Policy Reference:	015.1.2014.CD
Revision No:	15
Date of Revision:	01.10.2024
Review Date:	02.09.2026
Reviewed by:	Roz Wankling
Approved by:	Kevin Smith

The Company is not currently certified to any recognised quality standard.

Policy Aims & Commitments

Company Commitment:

The Company is committed to:

- Work with its supply chain to ensure the highest standards of business practice are achieved and all supplies sourced are fit for purpose and compliant with UK legislative (and any other applicable legislative) requirements
- Develop close working relationships with its key suppliers to ensure sourcing of supplies is ethical & sustainable
- Work with organisations and customers to establish and maintain the highest quality standards
- Meet and exceed customer expectations in the delivery of its services
- Promote a collective commitment to good working practices
- Continuously review & where appropriate/possible improve the delivery of its services

Company Aims

The Company aims to:

- Provide an integrated 360-degree service to its customers through the life cycle of supply of its equipment or services which represent value for money and quality of supply
- Identify customer needs and expectations ensuring these are met
- The Company is not certified to any specific quality management standards but aims (and commits) to provide a service equivalent to (but not limited to) recognised quality accredited standards such as ISO 9001:2015 and ISO 14001:2015
- Select, hire, and retain suitably competent personnel to operate and deliver Company business operations
- Monitor company performance making appropriate improvements as required
- Provide appropriate training and guidance to its personnel to equip them with the expertise to effectively and professionally complete the duties for which they are employed
- Document working practices & ensure these are communicated and integrated into daily working practices
- Document & efficiently resolve corrective actions (discrepancies).

Company QA Objectives

The Company sets annual (measurable) targets for:

- Health & Safety
- Environmental
- Quality

Targets may vary from year to year but typically are set to measure (this list is not exhaustive):

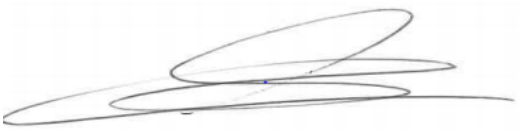
- Retention of a 0% RIDDOR rate
- Maintenance of 0% working hours exceedance
- Retention of RISQS and FORS accreditation
- Maintenance of non-conformances below annual set target
- Measurement of customer feedback response to ensure responses exceed set target levels annually
- Measurement of customer complaints to ensure they do not exceed set targets set for the measured year.

Targets are set to ensure:

- The Company will take appropriate actions to maintain excellent customer satisfaction and wherever possible exceed expectation
- Eliminate or reduce the supply of customer orders with omission, error or product fault
- Maintain and/or improve workplace safety performance for all stakeholders and persons who may be affected by the business operations of the Company

Compliance & Review

- The Management Team will be responsible for managing the compliance all personnel with the remit of this quality policy and all working procedures
- The Management Team are responsible for managing corrective action resolution
- The Management Team are responsible for the appropriate review of the remit of this policy and appropriateness of its working procedures to meet its quality objectives
- All SCCS personnel are responsible for working as trained and in accordance with working procedures

Signed:		**Print name:**	Kevin Smith
Position:	Regional Director UK	**Date:**	2nd September 2026
Revision	15	**Next review:**	1st September 2027