

## Quality Statement

Finley Structures Ltd strategic goal is to increase customer satisfaction in all its markets by delivering high quality services. Finley Structures Ltd is totally committed to increasing competitive performance of services to assist customers' long-term success. We apply the following principles to achieve these goals:

**Market:** Finley Structures Ltd works closely with existing niche market customers, end users, consultants, industry bodies and international agencies to maintain a leading position in the market. This ensures the company's continued ability to provide high quality service to all customers.

**Customers:** Client satisfaction is our highest priority. We co-operate with our clients in joint system evaluation and open communication. Finley Structures Ltd quality, customer service, after sales service and delivery promote long- term associations with our customers.

**Quality System:** The quality assurance system is maintained certified and compliant to ISO9001. Improvements. Finley Structures Ltd is committed to continual improvement of both its management systems to fulfil all our customers' requirements.

**Staff:** We provide the leadership to facilitate independent, responsible, quality and profit orientated performance. Finley Structures Ltd employees are actively encouraged to undertake training and further education.

**Suppliers:** We co-operate with our suppliers to offer the highest possible levels of service and competitive pricing available in the market.

**Review:** Our directors monitor goals, objectives and targets and annually review this policy and the Quality Management System performance.

**Resources:** Physical, human, and financial resources are allocated to ensure the Quality Management System functions effectively.

**Risk & Strategy:** Business and Process Risks are considered throughout Finley Structures Ltd, and strategy is set based on these risks.

A handwritten signature in black ink, appearing to read "Julie Raistrick".

**Julie Raistrick**  
Managing Director

Date: 14<sup>th</sup> August 2023