

## Quality Policy

At Redline, we strive to provide our customers with market leading products and services that are efficient, effective, and compliant with national and international legislation.

We seek to form partnerships with our customers, recognising that trust in us, our products and services enables the delivery of timely and cost-effective solutions.

This trust is built upon confidence in Redline to deliver, which we underpin through effective management systems and processes that align with and meet the requirements of ISO 9001:2015.

It is through our adherence to the principles of this international quality standard into our daily activities that we are able to build upon the success that we have achieved since our inception in 2006.

### **The goals of our Quality Policy are:**

- To build sustainable, mutually beneficial partnerships with our customers, suppliers, and staff.
- To deliver market leading, compliant products and services, which are underpinned by expertise, flexibility, and innovation.
- To provide consistency across all products and services, building customer satisfaction.
- To continuously apply the learning gained from feedback from our customers, suppliers and staff.

Our commitment to quality is achieved through the implementation of our Business Management System and the policies and processes articulated in the associated departmental appendices. We aim to achieve our policy goals through:

- The recruitment of staff and subcontractors who are committed to making a difference for our customers.
- Inducting, developing, and supporting staff to build their knowledge, expertise, confidence and capability, encouraging ownership and innovation.
- Open communication with customers, suppliers, and staff; fostering a culture which encourages the early identification of problems and the development of effective and timely corrective actions.
- Proactive, regular engagement with regulatory authorities, industry bodies and equipment suppliers/service providers.
- Establishing and reviewing measurable quality objectives and ensuring that these objectives are met.
- Minimising risk through early identification and appropriate mitigation.
- Continual improvement of our Business Management System whilst complying with the requirements of our customers and stakeholders, as well as statutory and regulatory requirements.

This policy is to be communicated to all staff and subcontractors who are to ensure that they adhere to the requirements of our Business Management System and associated policies and processes.

Steve McMenemy  
Managing Director