



ISO 9001 Quality Policy Statement

Our overall objective is to carry out our operations in a way that provides and maintains the highest standard of quality for all our customers. We will achieve this through the implementation of this policy and by understanding and meeting the needs and expectations of our employees, customers, third parties and regulators.

We will do this by:

- Recognising that quality is an integral part of our organisations business performance whilst complying as a minimum with all applicable legislation, regulations and with any other requirements.
- Complying with the requirements and continually improving an integrated Management system that meets the requirements of ISO9001:2015 and National Highway Sector Scheme 7.
- Setting and reviewing Quality Objectives, Opportunities and Targets which are based on Sales Customer Satisfaction Reduced complaints a high standard of training and reduced accidents.
- Top level management will provide the necessary financial backing and resources to achieve the requirement of this policy.
- Provide a high level of service to our customers with minimum cause for complaint as possible.
- Ensure that when complaints are received, they will be attended to in a timely manner with a view to eliminate the root cause and prevent recurrence.
- Reviewing the management system and policies to ensure their suitability, adequacy, and effectiveness.
- Ensuring the management system and policies remain relevant and appropriate to Trustseal.
- Proactively communicating with third parties to ensure adequate controls of their activities and monitor that they provide competent resources to properly direct their operations.

Quality is everyone's responsibility and is a prime responsibility of all levels of management, so everyone is expected to contribute to achieving our overall objective.

We will provide adequate & appropriate resources to implement this policy and we will ensure it is properly communicated and understood.

We will also actively encourage initiative and pursue the adoption of best practice within a developing culture where employees are consulted to support better commitment, ownership and awareness of individual Quality obligations.

Christopher Booth: _____
Joint Managing Director

Jon Wragg: _____
Joint Managing Director

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