

SMITH'S (GLOUCESTER) LIMITED The "Company"

***QUALITY POLICY***

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Smiths are committed to continual improvement across all aspects of the business and strive to deliver a service to be proud of. The Company has developed its expertise since its establishment in 1982 and its aim is to supply a high standard of service to its customers at all times. This Quality Policy is applied throughout the organisation.

Our approach to quality is fundamental to the success and sustainability of our business. We are focused on creating a culture that means we are trusted to always do what we say we will do.

Our quality standards are developed through:

- Maintaining and implementing robust and effective policies, procedures and processes.
- Formal health and safety procedures that are stringently implemented.
- Establishing a culture where everyone takes an element of responsibility for quality, empowering staff to become experts in their roles and encouraging best practice to drive continual improvement across the business.
- Continual investment in training.

The Board are responsible for Quality Control within the Company, with suppliers and sub-contractors being encouraged to cooperate. This is achieved by:

- Establishing, communicating and annual reviewing the Quality Policy.
- Monitoring our quality performance.
- Ensuring availability of resources to enable the effective delivery of the Policy.

The Company is committed to providing our customers with a range of products and services that are accurate, reliable, repeatable, compliant with specification and consistent with their expectations. We deliver all products and services with a customer focus.

**Approved by The Board of Directors**

**Signature:**

A handwritten signature in blue ink, appearing to read "Alan Smith", written over a light blue rectangular background.

**Alan Smith, Managing Director**

**Dated: 5<sup>th</sup> January 2026**