

## QUALITY POLICY STATEMENT

### General Statement of Intent

Guideline Lift Services Limited has introduced a business management system that is based upon BS EN ISO 9001, BS EN ISO 14001 and BS EN ISO 45001 management systems business models.

In addition to and in support of the above, our management systems also encompasses the requirements of the Lift Regulations.

Our management system forms a sound framework to identify value-added solutions and provide the means to ensure each of our valued customers remains fully satisfied with the service that they have requested, and that their needs and expectations have been fully and satisfactorily met.

We are dedicated to continually assessing all aspects within our business management system with a view to identifying any opportunities that will enable us to improve and enhance our methods, operations and procedures as and when they materialise, thus ensuring that we have the capability of continually meeting and surpassing our commitment towards providing total customer satisfaction.

### Policy Principles

Guideline Lifts are committed to applying the following objectives to their activities:

- working in conjunction with Departmental Managers to effectively implement, maintain and develop the Company Management System
- developing and maintaining the Company Management System to ensure that it meets the requirements of the international standards and company requirements
- providing guidance and assistance with the implementation of procedures
- satisfying any applicable requirements of interested third parties and bodies
- liaising with third party registration bodies
- Co-ordinating independent assessments of the Company Management System by an external third- party registration body
- maintaining the integrity of the Company Management System by regular procedural review and audit of the Company Management System procedures
- monitoring audit results and processing corrective and preventative action
- providing training for staff of all levels to develop an understanding of the Company policies and Company Management System procedures
- reviewing, documenting and co-ordinating relevant responses to external interested parties regarding the Company Management System



Signed:

Position: Managing Director

Date: 21 October 2024

