Quality Policy Statement

The Redworx MEP Limited is committed to providing quality services and products for all of its projects regardless of the nature or size and to meeting the needs of all its customers, and other applicable requirements, by continually enhancing, reviewing, and improving our quality systems with the intention of providing our clients with the quality of service they expect from a professional organisation.

The company is wholly committed to continual improvement of its quality management performance.

The object of the Quality Assurance System is:

- To provide a professional service in accordance with the requirements of ISO 9001:2015 and other related company procedures.
- Total client satisfaction measured using predetermined key performance indicators.
- To provide a framework for setting quality objectives.
- The communication and implementation of the quality policy, system and procedures at all levels of the organisation. Develop and maintain a culture that is self-critical, honest and transparent.
- Maintain an adequately resourced Quality Assurance system that enables us to evaluate our strengths and weaknesses accurately and to respond to them accordingly.
- Review our Quality Management system through an effective internal audit, and management review process.
- To comply with relevant statutory regulations and requirements.
- To achieve and maintain a level of quality which enhances the company's reputation with clients.
- To endeavour, always, to maximise customer satisfaction with the services provided by Redworx MEP.

The Quality Policy, including this statement will be reviewed on (a minimum) of an annual basis.

It is the intention of the Board of Directors that the policies and procedures outlined and detailed within this policy are implemented on each and every project; adequate resources will therefore be made available to ensure this is achieved.

Name: Gary Herbert

For and on behalf of Redworx MEP Limited Board of Directors

Position: Chairman

Signed:

Date: 03.01.2026