

## Quality Policy Statement

This policy forms part of the overall strategic objectives to create and maintain quality products and services that fully conform to the requirements of our customers.

To ensure the principles of the Quality system are clearly understood throughout the company, we will be committed to:

- Complying with all relevant legislation, sector specific regulations and standards;
- Developing, operating and maintaining a quality management system that follows the principals of BS EN ISO 9001:2015;
- Continually improve the quality of our products and services to maintain a good working relationship with customers and suppliers;
- Identifying and understanding customer requirements and ensuring that all employees are aware of their importance for the company's success;
- Communicating openly with employees, subcontractors, and clients on quality issues, encouraging them to contribute to performance improvement;
- Promote the internal culture with respect to quality topics through management meetings and awareness programmes;
- Encouraging a culture where problems are identified early, and effective corrective and preventative actions are implemented;
- Providing employees with relevant information, training, and supervision necessary to carry out their role and set a positive work culture;
- Ensure all employees are trained and competent to fulfil their job and strive for flexibility, high quality products and teamwork;
- Setting and reviewing objectives and targets that provide a focus for performance and customer satisfaction improvements;
- Devoting the necessary resources in the form of finance, equipment, personnel, and time to ensure the help achieve the quality objectives and seeking expert help where the necessary skills are not available within the company;
- Ensure responsibilities and accountabilities are clearly defined;
- An annual review and when necessary, the revision of this quality policy.

Meridian recognise the importance of its employees contributing to the quality performance and will communicate this policy to all staff, stakeholders, the local community and others working on its behalf. This policy will also be displayed prominently throughout the workplace.

Signature: *Eck Stewart*

Date: *13<sup>th</sup> Jan 2022*

Name : Eck Stewart

Position: Director of business co-ordination