

### 1.0 OVERVIEW

It is the policy and overall business objective of Design4Structures (D4S) to provide services of the highest quality and in compliance with the clients specified requirements, meeting national and international legislation that may apply in both a safe and environmentally sensitive manner.

It is also the objective of D4S to enhance its reputation and capabilities in order to gain wider recognition in its fields of expertise.

### 2.0 PURPOSE

D4S recognises that commitment to understanding the needs of its clients is essential to the achievement of these objectives and thus continually strives to ensure the needs and reasonable expectations of the clients are met in quality of the design services it provides.


D4S will consistently monitor its quality performance and is committed to continually improving the QMS to enhance customer satisfaction.

To achieve these objectives D4S have developed a Quality Management System conforming to ISO9001:2015 which will be described in the Quality Assurance Manual and detailed in the Procedures Manual. These procedures will be developed with all employees to ensure full understanding and adherence to the principles in order for the company to maintain its ISO9001 accreditation.

The Policy statement is displayed and communicated throughout the organisation and will be made available to all interested parties.

### 3.0 PROCEDURE/PROCESSES

Supporting procedures/processes are available in SharePoint; conducted within the Employee Handbook.

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