


Quality Management System Document		Uncontrolled when printed or downloaded	
	<i>Quality Policy Statement of Intent</i>		QMS_L2_LF_001
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## Quality Policy Statement

LaddersFree strives to provide an industry-leading quality, and value for money, service that meets the relevant statutory, regulatory and customer requirements. Endeavouring to develop long-term working relationships, customer retention is a key objective for the Company, which is an indication of customer satisfaction and the quality of service delivered to our clients. Assessing and achieving the relevant needs and expectations of customers is vital to the service delivery and success of the Company, and therefore the Company is committed to ensuring the proper management of the quality management system.

### **LaddersFree is committed to:**

- ✓ Ensuring that it meets all relevant statutory, regulatory and customer requirements, as well as customer needs and expectations
- ✓ Ensuring that the appropriate, effective resources needed for the success of the quality management system are available to our employees and operational activities
- ✓ Communicating to all of our employees their responsibilities in their processes, the importance of effective quality management, and the importance of conforming to the quality management system requirements.
- ✓ Promoting to our employees the use process approach and risk-based thinking, as well as the advantages of doing so
- ✓ Achieving the intended outcomes of our quality objectives and management system
- ✓ Supporting our employees in their contributions to the quality management system, and directing them appropriately to ensure that their contributions are effective
- ✓ Continually improving all aspects of our quality management system and promoting the improvement of the quality of our services, operational activities and our processes
- ✓ Reviewing this policy, and others, and procedures within the quality management system at regular intervals to ensure that they remain relevant and appropriate.

While our Senior Management Team is accountable for the effectiveness of the quality management system, we require all of our employees to take reasonable care for the service that is delivered, the processes involved in service delivery, and ensure all policies and procedures are followed to ensure we meet the needs and expectations of customers. We require all of our employees to co-operate with management and colleagues to ensure compliance with statutory, regulatory and customer requirements, as well as our quality policies and procedures. All colleagues and suppliers are expected to carry out their duties within the requirements of our Quality Management System to enable us to achieve our objectives and intended outcomes of the management system in our business operations.

The Directors, Senior Management Team and employees are committed to an effective Quality Management System that promotes, and continually improves, its quality objectives and processes at all levels within the Company. We shall ensure that the necessary financial and physical resources are made available, that our employees are competent in the activities they undertake, and that our quality policy is made available in a timely manner.

Our quality performance will be periodically monitored, and our performance and objectives will be subject to annual review.



Shaun Doak  
Chief Executive Officer

Dated: 16/01/2025