

# Quality Policy

We are committed to providing our customers with the highest standard of products and services, which address our customers' operational challenges and exceed their expectations.

We have established and will maintain a Quality Management System meeting the requirements of ISO 9001:2015. Our Quality Management System is supported by detailed Quality Processes, Objectives, and other relevant documented information to form a robust system of operation.

The Board of Directors and Management Team are committed to the maintenance and continual improvement of the quality management system as a mechanism to enhance customer satisfaction and overall organisational performance.

At CPA Group our Quality Policy summarises the essential elements of our commitment for excellence and includes:

- Maintain and improve an effective Quality Management System in accordance with ISO 9001:2015.
- Implement, maintain and improve operational processes which will facilitate consistent outputs by operatives and staff.
- Periodically review of the management system in order to improve the quality of our products and services.
- Ensure a consistent and high level of performance from our suppliers of outsourced products and services.
- Implement and monitor the effectiveness of measurable objectives to improve the performance of the Quality Management System.
- Ensure that necessary training and development opportunities are provided in order that employees are capable of performing their task to a high standard

The fulfilment of this Policy and associated Quality Objectives is MANDATORY for all personnel employed by CPA Group. Encouragement is given for each employee to embrace continual personal development and to strive for organisational improvement. This policy will be reviewed annually with individual objectives reviewed as specified and will be communicated to all staff and interested parties.

For and on behalf of CPA Group



**Alan Collin**

**Chief Executive Officer**

**23<sup>rd</sup> April 2024**