

I & H Brown recognise that we must continue to provide customers with a high quality product and service. To this end we accept responsibility to effectively operate and maintain a Quality Management System based on the requirements of ISO 9001:2015.

It is our objective in every contract undertaken by the Company to ensure that our work consistently meets, or where possible exceeds, our customer's expectations and requirements.

The Company aims to maintain its reputation and competitive edge by developing in every employee a keen and conscious desire to carry out their designated tasks to the complete satisfaction of our Customers.

The Company is committed to:

- Following our Vision Statement which is posted on our website.
- Achieving an efficient method of company operation, demonstrating the Company's commitment and striving for quality to our customers.
- Ensuring that all staff are suitably competent, well trained and well informed.
- Maintaining a policy of continual improvement and ensuring systems are in place to assess the effectiveness of the Quality Management System in meeting the Company's requirements which are set out in the Company SHEQ Management Manual.
- Reducing unproductive time, defects and non-conformities and to come out of each complaint situation with a strengthened relationship with the customer.
- Actively seeking the views of our customers and using these as a basis for improvement.
- Ensuring the specification set by the client is achieved.
- Ensuring plant and equipment is suitable for the purpose and is properly maintained.
- Ensuring adequate resources are provided for all work undertaken by the Company.
- Striving to achieve compliance with documented Quality objectives and targets set to improve the Company's Quality performance.
- Preserve the integrity of the quality management system while planning and undergoing change

The Managing Director sees the Quality System as an integral part of general management and, in conjunction with the Divisional Directors and the SHEQ Manager, undertakes to ensure that it is understood, implemented and maintained in all Divisions, at all levels in the company and in all contracts.

Adherence to this policy involves everyone, regardless of the duties he or she performs.

We believe this approach will continue to assist us to successfully distinguish our business from that of our competitors.

To maintain best working practices the Company reviews this policy when necessary to reflect changes in legislation and industry standards and all Company policies are reviewed by the Board of Directors annually in June each year.

J SCOTT BROWN
MANAGING DIRECTOR

Date: June 2024