



Quality Policy Statement



Craig Moorcroft
Health & Safety Director

The Directors, Management and Personnel of our company are committed to provide a high quality service in the area of Quality Management, by continuously improving client services, human resource management and company operations.

Recognising, understanding and evaluating our customer needs and trying to improve customer satisfaction is Coinford's primary objective.

Human Resource Management is based on the principles of close training and supervision, excellent communication skills for all personnel and high personnel satisfaction.

Part of the commitment, by senior management, is to develop and train employees so that they are able to contribute to the continual improvement of meeting and exceeding our primary objective. Senior management will provide adequate resources and training needed to continually improve the effectiveness of the Quality Management System.

Quality Objectives needed to assist in the continual improvement of the Quality Management System, will be set and monitored as part of the annual Management Review Meetings.

The above goals are completed with an effective and efficient company Quality Management System based on the requirements of ISO 9001: 2015. The Company's commitment in meeting and exceeding these requirements and the importance of meeting statutory and regulatory requirements, set a unique

standard for others to follow.

In fulfilling the above Quality Policy statement, senior management recognises the importance of suppliers and will work with them to improve the quality of their services to us.

The success of this Quality Policy will be monitored, controlled and improved through implementation of this Quality Management System, and reviewed at the annual Management Reviews Meetings.

Each employee will be made aware of the importance and contents of this Quality policy and be encouraged to contribute to the success of the Quality Management System.

The Company's goals and commitment in meeting the requirements of ISO 9001: 2015 secure a prosperous future.

Signed by

Date: 1 May 2024

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Managing Director