



Quality Policy Statement of Intent

STS is committed to providing a quality service and products to meet the needs of its clients and ensure customer service standards are of vital importance along with an efficient operation whilst responding to the needs of other stakeholders within the organisation. Effective management systems and standards are identified as key to achieving this objective. Ensuring that customer advice is of the highest quality to ensure they meet their compliance requirements.

STS Managing Director and senior team are committed to:

- To enhance customer experience and relationships to promote high level customer service
- To ensure clients' needs are the forefront of what we do
- To ensure feedback is attained to improve service delivery as part of continual improvement

The STS Management has a continuing commitment to:

- Communicate through the organisation the importance of customer needs and relevant regulations and legislation adherence.
- Establish a Quality Policy and its Objectives.
- Ensure customer needs are identified and fulfilled.

STS is committed to reviewing and adopting standards and regulatory requirements and has continued commitment to:

- Ensure Quality system implementation.
- Ensure resources are available.
- Structure of Quality Management System is defined and that all personnel understand the requirements of this quality policy.

The Organisation strives to comply with relevant statutory and regulatory requirements.

The Organisation will be looking to review its quality performance and implement improvements when appropriate.

This Quality Policy is reviewed regularly to ensure suitability. Ensuring our quality systems when appropriate.

For and on behalf of STS:

MD: Damien Houseman

Signature: *D P Houseman*

Date: 23.07.25

Date: *23.07.2025*