

## Quality Policy Statement

Skill Step Group is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility towards the communities in which we operate.

Skill Step Group Ltd are committed to;

- Setting and monitoring quality objectives
- Working with organisations and customers to establish and maintain the highest quality standards
- Continual improvement in quality performance.

We are committed to creating a profitable business based on the following principles:

### Our People

The Management Team are committed to equality in employment opportunity and rewards, embracing whole heartedly the cultural diversity within the communities we operate. Our employees' interests are foremost throughout all aspects of our business and how we conduct our affairs.

### Our Customers

Our customers' requirements represent one of the highest priorities within the business. Our obligation is to pro-actively seek out and define customer needs whilst addressing all requests expeditiously without creating false expectations.

### Our Community

The Management Team are committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behaviour in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety environmental and regulatory requirements to which we subscribe.

### Our Quality

Beginning with a clear definition of our customer's and other interested party expectations we strive to meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavour to provide processes that ensure we achieve this in order to achieve a robust and successful business.

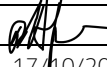
This policy and the systems that sustain it will be briefed to all workers and contractors throughout the organisation and will be supported by appropriate training and mentoring where necessary.

This policy will be reviewed at least annually for effectiveness or when there are significant changes to the Quality System and will be communicated to all staff and clients where required.

Revision Status

Revision	Date	Amendment	Content Owner	Mandated By
1.0	17/10/2020	Issued for use	K Hodgson	K Hodgson
2.0	27/10/2021	Annual Review- minor changes to reflect organisational structure changes	H Kirkham	K Hodgson
3.0	16/10/2022	Annual Review- no changes	K Hodgson	K Hodgson
4.0	10/10/2023	Annual Review- SSG commitments added	K Hodgson	K Hodgson
5.0	30/09/2024	Annual Review- new logo added. Content owner and mandated by changed.	P Hodgson	P Hodgson

Approval

Approved by:	Paul Hodgson
Job title:	Managing Director
Signature:	
Date created:	17/10/2020
Date Reviewed:	30/09/2024
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