

4.5 QUALITY POLICY

1. General Statement

STC Limited (the 'Company') aims to provide services to our customers on time and within budget. The Company operates a Quality Management System that meets the BS EN ISO 9001:2015 requirements.

It is the policy of the Company to provide our customers with arboriculture, fencing and associated services, which are entirely suited for their intended purposes and which are provided in strict conformance with the requirements of contractual requirements.

All employees are responsible for achieving and maintaining quality standards and no deviation from the procedures arising from those documented policies are permitted without the written authority of the Chief Executive.

Through the implementation of an effective management system we will:

- Manage all functions in an effective and efficient manner
- Set realistic, measurable objectives and targets for all activities, to assist delivery of performance and progress
- Apply the principles of 'right first time' and continual improvement to our performance
- Ensure compliance with legislation, regulatory requirements, and relevant codes of practice and standards
- Identify risks early and place ownership and responsibility for mitigation with those best placed to do so; and
- Implement audit and review programmes to monitor compliance with requirements and assess the effectiveness of the system.
- Work with our customers and suppliers to establish and maintain the highest quality standards.

We will provide the necessary resources to implement this policy, communicate it to all interested parties and ensure that it is regularly reviewed and updated to remain effective.

This document is published in the knowledge that service, quality and company reputation depend upon the everyday actions of those in its employment.

It is a requirement that ALL employees are aware of and understand the Company's Quality Policy.

This policy will be regularly reviewed (minimum annually).

Signed on behalf of STC Limited



Pippin Newman
Chief Executive
February 2025

Review Date: February 2026