



## Quality Policy

### Introduction

This policy applies equally across all Supreme Group businesses (hereafter, “the Company”).

It is our objective to succeed in business by delivering client satisfaction and value for money.

To realise this policy objective, directors and senior management are committed to:

- Determining clients’ needs through collaborative working, to understand their specific requirements and provide high quality products and services that will at least meet their expectations, if not exceed them.
- Identifying and investing in new and emerging technological advances that put us at the forefront of innovation, which will consistently improve the quality and reliability of the products, solutions and services we provide.
- Ensuring we work in partnership with ethical supply chains to ensure business sustainability, exercising social responsibility, whilst reducing, if not eliminating, any adverse impacts of our business on people or the environment.
- Encouraging engagement with all staff to identify opportunities to improve our operating practices, involve them in process enhancements and embrace their enthusiasm to develop more efficient working methods and foster advancement.
- Measuring and monitoring our processes and performance to ensure we operate efficiently, economically and continually improve.
- Providing adequate resources, including management representatives, to fulfil the Company’s commitments.
- Maintaining and continually improving our quality management system to meet the requirements of BS EN ISO9001 and other relevant accreditations.
- Complying with all relevant legislation and regulations, where possible improving on these requirements.

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- Promoting a culture of quality awareness and responsibility, through effective leadership, communication and training.
- Identifying needs and expectations of interested parties relevant to our quality management system and considering how they affect our business.
- Ensuring we consider climate change within our business, including interested parties and address climate impacts where we can, to enhance customer satisfaction & ensure regulatory compliance.

This policy is communicated to all persons working for or on behalf of the Company and is made available to other interested parties upon request.

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