

## Story Decorating Group Ltd QMS002 Quality Policy

Story Decorating Group Ltd (the 'Company') aims to provide defect-free product and service to its customers on time and within budget for the scope of Painting and Decorating.

The Company operates an Integrated Management System (IMS) incorporating the Quality Management System which has gained BS EN ISO 9001:2015 and ISO14001:2015 certification, including aspects specific to the provision of industrial, commercial and specialist painting, decorating and associated services.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Company the importance of meeting customer needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in the Integrated Management System Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the IMS Manual.

The Company complies with all relevant statutory and regulatory requirements. The Company constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and other parties upon request.

Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed:



Robert Story, Managing Director  
Story Decorating Group Limited

Date: 17 September 2024