

## Quality Policy



Dron & Dickson is one of the largest independent providers of the management, operations and logistics support of specialised labour to ensure integrity and compliance of electrical equipment in hazardous and industrial areas.

It is the policy of Dron & Dickson to maintain an effective Integrated management system that delivers a range of specialized services and robust, reliable product at a competitive price.

Our quality policy is based on understanding customer needs and striving to provide high quality product and services, which meet customer expectations and satisfy applicable requirements. To help achieve this, Dron & Dickson's management is committed to implementing and continually improving the management system based on ISO 9001:2015 to maintain the high levels of quality and service offered to its customers whilst also improving efficiency and effectiveness of its internal business processes.

The management system covers all of the activities of the company and provides for the planning of business processes, for their resourcing and implementation, and for the analysis of data gathered through monitoring and measurement of the effectiveness of the business processes in delivering the required products and services to the customer.

We supplement the policy by setting business Objectives for the continuous improvement of business performance and enhancing customer satisfaction. Objectives are set by top management and reviewed at planned intervals. The fulfillment of policy and objectives requires the involvement and commitment of staff. To this end Dron & Dickson provide and manage the resources necessary to deliver our Objectives, and to provide a safe and suitable work environment for our employees.

The Operations Director is responsible for establishing and implementing adequate quality arrangements within Dron & Dickson and ensuring that this policy is implemented, maintained and reviewed for continuing suitability. All employees of Dron & Dickson have a responsibility to assist the company to meet these objectives and provide feedback for continual improvement. This policy will be communicated to all employees and reviewed annually.

Signed

A handwritten signature in black ink, appearing to read 'Colin Mason'.

Date: March 2018