



## Quality Policy

### Reasonable Adjustments

If you have any difficulties using this policy because of a disability, please advise your Line Manager or People & Development Team as soon as possible.

### Our Purpose

At Dron & Dickson Group (DDG) our purpose is Everyone Home Safe. This reflects our commitment to ensuring that people, plant and the environment are kept safe, while delivering high-quality products and services. This policy also aligns with DDG's strategic objectives, supporting our sustainable growth and business direction.

### Our Aim

DDG shall maintain an effective Integrated Management System, aligned with ISO 9001:2015, that delivers specialised services, robust and reliable products, and competitive value to our customers.

This policy is based on understanding and responding to customer needs and expectations. We are committed to:

- Meeting customer requirements and striving to exceed them where possible.
- Complying with all applicable statutory, regulatory and contractual obligations.
- Enhancing customer satisfaction by continually improving the effectiveness of our Quality Management System (QMS).

This policy applies to all DDG business activities, including our offices, warehouse locations, and all onshore and offshore working.

### We will meet this commitment by:

- Implementing and continually improving our QMS to maintain a high level of quality and service to customers.
- Ensuring that our management system covers all business activities, including planning, resourcing, implementation, monitoring and analysis of processes.
- Gathering and evaluating data through monitoring, measurement, and customer feedback to ensure the effectiveness of our processes.
- Providing the framework for establishing and reviewing quality objectives, which are measurable, aligned to this policy, and support DDG's strategic direction.
- Supplying the necessary resources — people, technology, training, and infrastructure — to achieve these objectives.
- Engaging our employees at all levels to contribute to quality improvement and business performance.

### Our Responsibility

The Group Managing Director is responsible for establishing and implementing adequate quality arrangements within DDG and ensuring that this policy is implemented, maintained and reviewed for continuing suitability. All employees of DDG 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 persons working under the control of DDG, made available to interested parties and reviewed at planned intervals, and whenever significant changes occur, to ensure its continuing suitability, adequacy and effectiveness.

Signed:



Date: September 2025