



## 5.1 Quality Policy



Loppingdale Plant Limited trading as LPL Construction Services has built its success on solid foundations, structuring over the past 40 years from a small family business into a forward-looking team across a variety of sectors including, aviation, construction and building maintenance. We pride ourselves in our commitment to innovation and excellence, whilst ensuring quality and reliability.

Through our ability to maintain well trained and highly motivated teams, we are able to deliver flexible high-class services to our clients, which do not compromise on Quality, Safety or Environmental standards.

Our Quality Management System (QMS) is certified against the requirements of ISO 9001 :2015 to demonstrate our dedication to the provision of high-class services to our Interested Parties.

This Quality Policy defines our intent to continuously improve the operations and services provided to our interested parties, which include our customers, and external or internal stakeholders, whilst satisfying statutory and regulatory and customer requirements. This Policy shall be reviewed for suitability by the Board as a minimum annually as part of our Management Review process.

In support of this Quality Policy, LPL Construction Services driven by the Board shall also:

- Agree, define and work towards strategic objectives and goals.

- Implement both this Policy and supporting Quality Management processes which support the continuous improvement in our operations and services.

- Ensure the availability of human and financial resources, facilities and infrastructure to ensure the effectiveness of our Quality Management System.

- Communicate this Quality Policy as part of the mandatory induction process for new starters and whenever it is amended to all LPL Services staff.

- Ensure all LPL staff have access to the company Quality Management System as and when required.

- Implemented processes for the monitoring and measurement of our QMS and operational processes.

The LPL Board shall demonstrate leadership and commitment in respect of customer focus by ensuring that 'customer requirements and applicable statutory and regulatory requirements are determined and met,' and 'the risks and opportunities that can affect conformity on products and services and the ability to enhance customer satisfaction are determined and addressed.