



QUALITY POLICY

Brookfields Fabrication aims to provide defect free products to its customers on time and within budget.

It is the policy of the Company to maintain a quality system designed to meet the requirements of ISO9001:2015 in pursuit of its primary objectives, including aspects specific to the provision of steel fabrication and related services throughout the North-east of Scotland.

The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
- Establish the Quality Policy and objectives
- 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
- Ensure the availability of resources

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the Company maintains its awareness for continuous improvement, the Quality Policy is made available to all members of staff and the quality system is regularly reviewed and is subject to annual audit.

Mark Stephen

A handwritten signature in blue ink, appearing to read "Mark Stephen".

Managing Director

January 2019