

Sturdie Trade Services is an electrical and security contracting company providing quality electrical and security services such as design, supply, installation and maintenance to the commercial and industrial sector of the construction industry, and provision of other combined facilities management services. This policy has been founded on a commitment to satisfy applicable requirements and to continually improve the System and our operations.

Sturdie Trade Services is dedicated to understanding our client's needs and delivering a quality service that meets their expectations and contract specifications. To achieve our business objectives, we have implemented an Integrated Management System which meets the ISO 9001:2015 International Standard. Quality objectives have been established and are regularly reviewed for continued suitability. Monitoring of these objectives is also undertaken to ensure key performance indicators are being met.

Sturdie Trade Services will always comply with relevant legislative requirements and industry codes. The System is based on formalised procedures to ensure we comply with customer and legislative requirements and is continually assessed through regular audits and reviews.

Sturdie Trade Services is committed to:

- Ongoing training, ensuring employees and representatives are appropriately qualified to undertake relevant tasks and have adequate resources available;
- Implement and maintain an externally certified Integrated Management System;
- Deliver projects and services on time, safely, within specification and budget;
- Comply with all applicable legal and other requirements;
- Continue to meet or exceed the requirements of relevant building codes and guidelines;
- Meet the expectations of our customers and other interested parties.

Management and supervisory staff are responsible for:

- Implementing this Policy and associated procedures in their area of responsibility;
- Helping to develop, promote and implement quality procedures;
- Educating employees in understanding quality procedures and correcting nonconformities;
- Identify corrective action and assist in addressing issues raised.

All employees are responsible for the quality of their own work but are supported by Supervisors and documented procedures, where required.

Management fully endorses this Policy and the formal Integrated Management System which has been fully implemented through all areas of the Company. It is the responsibility of all management and staff to ensure it is understood, implemented and maintained throughout the Company.