

Quality Policy Statement

Elliott is committed to ensuring the highest standards of customer service and efficient operation throughout the group whilst recognising and responding to the needs of other stakeholders. Effective management systems and standards are recognised as key to achieving this objective.

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 relationships, service and satisfaction.

The management has a continuing commitment to:

- Ensure that the 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 its objectives.

The OSS Division has a Management System that is accredited to ISO9001 and the management has a continuing commitment to:

- Ensure that the Management Reviews are set and review the quality objectives and reports on the Internal Audit results on a regular basis as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
- Ensure the availability of resources.
- The structure of the Quality Management System is defined in this Quality Procedures Manual. All personnel understand the requirements of this Quality Policy and abide with the contents of this Quality Procedures Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is reviewed regularly in order to ensure its continuing suitability. Thereby ensuring our management systems are customer focussed, appropriate for the business and where required can be accredited.

For and on behalf of Elliott Group Ltd



Mr Luke Staton
Operations Director

November 2018

The Directors will review and revise the policy statement regularly.