

## QUALITY POLICY

The Guardtech Group specialise in the design, construction and installation of Cleanrooms and Critical Environments; delivering a comprehensive range of ISO14644 classified and controlled environments, ranging from simple 2m<sup>2</sup> soft and hard wall modular cleanrooms to complex 2,000m<sup>2</sup> aseptic suites for the manufacturing of Pharmaceuticals, with everything in between.

Founded in 2000, Guardtech was built on the foundation of exceptional customer service and this same principle applies to each and every project, no matter the size, scale or complexity. Serving a wide spectrum of life science and high tech engineering industries. Guardtech Cleanrooms recognises that the disciplines of quality, health & safety and environmental management are an integral part of its management and construction function.

All our activities are carried out in accordance with our business management system that is BS EN ISO9001 compliant and Safe contractor Accreditation.

The Directors considers these as a primary responsibility and to be the key to good business practice.  
We will:

- Comply with all applicable laws and regulations.
- Follow a concept of continual improvements and make best use of our resources.
- Take due care to ensure that our work activities are safe for employees, suppliers, visitors, and others who come into contact with our environment.
- Work closely with our customers and suppliers to establish the highest quality standards.
- Comply with our industry codes of practice.
- Conduct our business in a fair and ethical manner.
- Train our staff in the needs and responsibilities of our Quality Management Systems.
- Be aware of our environmental responsibilities when carrying out our work processes.
- Review and revise our policy at planned intervals to comply with the requirements of the standard.
- We are committed to carrying out the requirements of our Management System which meets or exceeds the needs of our customers.

The aim of our quality management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is always maintained
- Any complaints are dealt with efficiently and within an acceptable timeline

Guardtech Cleanrooms places significant importance on the quality of our service that it delivers to the client's expectations by ensuring that; -

- All employees are involved in the dialogue regarding service improvements
- All customers are satisfied with our work before we leave the site
- There is always an emphasis on quality outputs.
- Excellent performance is linked to rewards
- Any improvements we make add value to our clients and enhance our company.

This quality policy statement has been implemented into Guardtech cleanroom's management system and will be reviewed at regular intervals.

Signed:



Date: 28<sup>th</sup> November 2023

Conor Barwise

Operations Director