



# quality policy

The FT Group has established its quality management system based on the requirements of ISO 9001:2015, and places emphasis on continually improving our processes and services in order to exceed the expectations of our customers.

The FT Group adheres to the following aspirations:

- Providing high quality innovative products that satisfy customer requirements and increase efficiency.
- Offering exceptional service, going over and above customer expectations.
- Delivering on time and working within the constraints of contractual, industry, regulatory and legislative requirements.
- Working safely, ethically, and in an environmentally friendly manner, and promoting best practice outside our organisation.
- Providing training and support to our staff in order to become more efficient and effective as a business.
- Regularly reviewing our policies and procedures to continually improve our integrated management system.
- Ensure that our workforce is competent, professional and take pride in their work, and offer development opportunities to our employees.

As part of an on-going process to achieve these aspirations we set measurable objectives and targets that are established, communicated and reviewed at regular intervals.

The FT Group communicates this policy to all employees and ensure it is understood and adhered to. We recognise that quality management is the prime responsibility of senior management, who will ensure that there are adequate resources available (both human and financial) to implement this policy.

It is also recognised that this policy can only be successfully implemented with the involvement of all employees and contractors. Senior management will therefore actively promote and encourage the cooperation, involvement and participation of all employees and contractors.

As Chief Executive Officer, I am fully committed to ensuring the implementation of this policy and continual improvement of our quality management system.

Signed:

Name: Duncan Frazer, CEO

Date: 11/4/2024