



Policy Statement Quality

SHEWoolf Commitment:

“Our mission is to become essential to our stakeholders, by delivering sustainable compliance solutions and training, that support them with achieving their safety, health, environment and wellbeing aspirations.”

SHEWoolf commit to continually innovate, improve and provide effective quality management throughout all services and construction processes we offer. SHEWoolf believe that a high-quality service and workmanship are vital to ensuring sustainable business development. To achieve this, SHEWoolf commits sufficient resources to services to actively control and monitor all visual, physical, and technical quality aspects, with the aim of delivering 'Right First Time' to the standard expected by our clients and stakeholders.

To support this statement, SHEWoolf will continue to develop, review and where necessary revise the quality content within our Integrated Management System (IMS) in line with the requirements of ISO 9001:2015 and maintaining third party certification to those standards, with the aims to:

- Further develop its suite of quality procedures and documents including:
 - Reviewing existing procedures to make them more user friendly
 - Identify areas of the business that requires documented procedures and instigate their development
 - Effectively communicate changes and additions to procedures
- Continue to monitor compliance through external and internal audits to drive improvement
- Maintain our focus on driving quality, cost and efficiency in every facet of our business
- Reinvigorate our quality strategy which supports the company approach to quality management
- Continually improve our IMS structure and framework to ensure our objectives are clear at all stages of the process and that the procedures are well defined and accessible to all
- Maintain our existing director intervention process to manage key risks facing the business
- Achieve certification to ISO 9001:2015
- Develop our existing quality audit process to ensure we are capturing measurable audit data around quality performance including stakeholder feedback to ensure lessons learnt

In addition, SHEWoolf will:

- Operate and maintain an IMS that accords with the requirements of ISO 9001:2015
- Maintaining third party accreditation to the relevant standards
- Ensure all colleagues are competent, trained and, where applicable, supervised to a standard sufficient to be able to demonstrate competence in relation to quality
- Monitor compliance via periodic inspections and compliance audits. Compliance will be reviewed at meetings and annually through management review
- Take corrective actions where deficiencies are highlighted
- Provide a framework of management review for setting and reviewing quality objectives

Responsibility:

SHEWoolf Directors, will:

- Monitor compliance with this and associated elements of the IMS
- Report and communicate all quality defects and non-compliances, so as to prevent recurrence

Stephen Woolf Owner/Director

Signed:

A handwritten signature in black ink, appearing to read 'S Woolf', is written over a light blue horizontal line.

Date: 15/09/2025