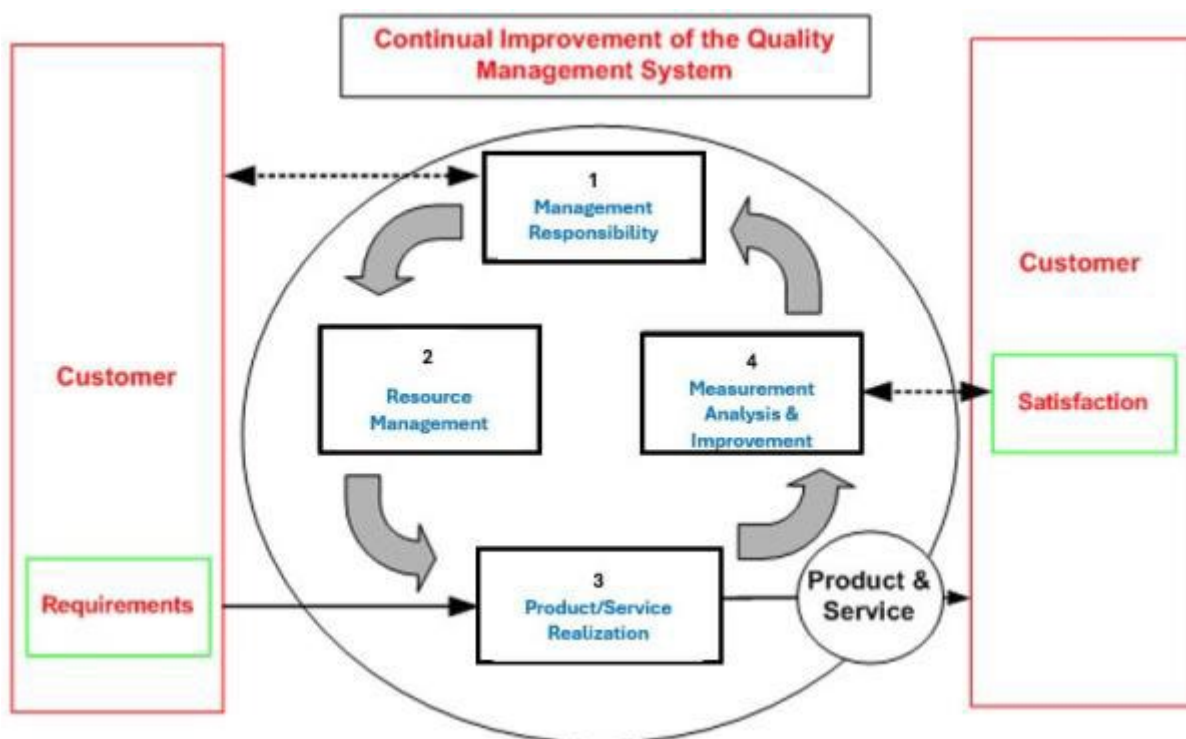


## Quality Management Policy

"CB Services Group Limited Quality Policy Process Flow"



We are fully committed to providing our customers with a reliable service coupled with the best possible response times.

It is the policy of the company to supply products and services that take into consideration the specified requirements of the customers, while meeting legal and other requirements to which the company subscribes.

We are committed to regularly review and do whatever it can to meet its Quality Objectives that provide a consistently high level of service and quality to Customers and to continually improve this service by identifying elements of the service that need improvements. In order to achieve this, the Company supports a recognised Quality Management System model.

We are committed to comply with all relevant requirements and to continually improve the effectiveness of this Quality Management System to including ongoing reviews of this Quality Policy and the Quality Objectives for continuing suitability and relevance.



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The Quality Management System ensures that the company can fulfil contractual obligations by:

- Ensuring all activities, which affect the quality of service, are carried out under controlled conditions.
- Continuously monitoring and analysing quality records, which provides the feedback to enable continuous quality improvements.
- Conducting regular and planned reviews of the Quality Management System, the results of which are implemented and monitored.
- Providing up to date technical documentation and operating procedures to all suitably qualified Staff.

Signed:

A handwritten signature in black ink, appearing to be 'Charlie Brown'.

Charlie Brown  
Managing Director

Date issued: 21<sup>st</sup> June 2024 | Review Date: 21<sup>st</sup> June 2025