

QUALITY POLICY

Redfrost is committed to providing quality services resulting in client satisfaction through assurance of conformity to client and relevant statutory and regulatory requirements.

We are committed to building strong long-term relationships with our clients ensuring positive legacies remain at the completion of each project.

Continual improvement to our quality management system will enable continued success of our business while maintaining the reputation of our clients.

Redfrost will achieve our objectives by:

- Adopting and promoting the requirements of ISO 9001 and the continual development of our quality management system;
- Promoting awareness and maintaining compliance with this policy, client requirements, relevant laws, regulations and standards;
- Engaging suitably qualified and experienced staff and contractors;
- Encouraging the reporting and communication of system improvements and non-conformances as soon as practicable to prevent recurrence;
- Supporting the enhancement of client systems and processes;
- Seeking feedback from clients, staff and contractors to allow for continual improvement.

This will only be achieved through the participation, co-operation and commitment of everyone in the workplace.

Redfrost's policy will be made available to interested parties and its effectiveness will be monitored. Annual reviews of the policy will be undertaken.

A handwritten signature in dark ink, appearing to read "m. arnold", is positioned above the printed name and title.

Matthew Arnold
Director