

QUALITY POLICY 2025

To ensure that all customers of Central Industrial Services Limited receive an enhanced, quality service, the Quality Standard ISO 9001 shall be interpreted within all company operations

The objective of the Quality Assurance Management System is to provide effective assurance in all aspects of customer orders, regarding quality, price and service. This shall be evident from sales to receipt of the order, throughout fleet maintenance, stock control, records, through to the cleaning and waste disposal activities carried out on sites.

At present the Quality Management System incorporates effective practices in Safety, Health, Environment, Welfare and Human Resource Development However, this management system and its practices are reviewed annually with a view to providing a continually improving service through identifying improvement objectives at the management review meetings, implementing these objectives and auditing these objectives annually. The outcome of this integration of management systems will enable the company to control the procedures that determine the quality of service we provide, in such a way that we may be outstanding among our competitors by "getting it right first time" with less wastage of time or resources.

The company quality manual shall outline our quality philosophies, ideas and plans. Thereafter, processes and procedures shall outline the flow of how our work is carried out in a verifiably, controlled manner. Safe operating procedures and work instructions will provide the operatives with an additional performance guide to the company's required standard. All documents will be named and referenced for ease of location and retrieval and be retained for a minimum of three years.

The system will be maintained through documented non-conformance or customer service reporting, taking the necessary corrective and preventative actions, planned audits and quality management review meetings. Change Request shall enable all employees to participate in the continual improvement of the company external and in house activities. Moreover the documented communications procedure will ensure that the system will be effectively implemented, as the company strives to exhibit professionalism at all levels within the organisation.

Internal audits will be carried out by a competent independent person authorised by the company. The British Standards Institute Quality Assurance shall continue to assess the companies' activities twice per annum.

Intrinsically in the quality system, the company's activities shall be carried out with paramount regard to health and safety, current and future legislation, to the highest possible standard, and in an environmentally responsible manner, such that pollution of the environment is prevented.

Signed



DH Cartwright – Chairman
Date 06/01/2025