

# Quality Policy

Score Group Limited is committed to the provision of products and services which fully satisfy the requirements of our customers whilst seeking to continuously improve our processes and capabilities. The company will adopt, as a minimum, the requirements of ISO 9001:2015 in pursuit of this policy.

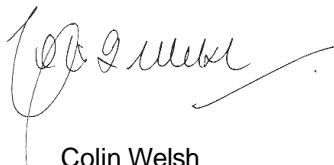
**1. It is the intention of the Score Group Limited to ensure that:**

- a) Efficient processes and systems are implemented, which ensure the provision of services and products which satisfy the requirements of our customers and compliance with legal and industry requirements.
- b) Identifying both risks and opportunities are integral parts of our management systems, allowing risks to be appropriately addressed and opportunities explored and maximised.
- c) Responsibilities for quality are properly assigned, accepted and fulfilled at all levels of the organisation, providing the accountability and leadership required to achieve the objectives of the QMS.
- d) We continually plan for, and provide the competent workforce and infrastructure required to meet the needs of our customers.
- e) We co-operate with customers, suppliers, partners and industry bodies to identify and adopt best practice.
- f) We monitor and regularly review the effectiveness of the quality management system.
- g) Goals and objectives are set for the company, teams and individuals using measurable and achievable targets.
- h) We proactively seek to continually improve by engaging teams and individuals at all levels, encouraging ownership and supporting the development and implementation of improvement plans.

**2. It shall be the duty of each individual company member to ensure that: -**

- a) they understand the standards of product and service provision expected by Score.
- b) they understand their role fully and work to the best of their ability.
- c) they contribute to improvement by sharing concerns or ideas and embracing their part in improvement initiatives, and in pursuing the personal objectives they have agreed.

**Signed:**



**Name:**

Colin Welsh

**Position:**

Chairman

**Date:**

7<sup>th</sup> October 2022

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17

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