

## Quality Policy Statement

We at Mathewson Limited are committed to delivering professional, innovative and client focussed underfloor heating services that will consistently meet our clients' expectations. To achieve this aim we are committed to;

- Taking care to fully understand the needs and requirements of our clients for each project undertaken
- Ensuring that each client project is properly managed so as to guarantee the planned objectives
- Monitoring key performance indicators that will to ensure that we continue to deliver a high quality service.
- Maintaining lines of communications with our clients at all times
- Acting on any perceived shortcomings in the services delivered to our clients so as to ensure they are entirely satisfied with the outcome of any resulting corrective actions and will be confident that any future recurrence will be prevented.
- Proactively identifying and acting upon any opportunities for continuing improvement wherever the opportunity arises.

This policy and its objectives are achieved through the implementation and maintenance of a documented Quality Management System that meets the requirements of ISO 9001 and which is reviewed periodically by the Directors to ensure that it remains effective and relevant to the Business.

This policy is communicated to all personnel working directly for or on behalf of Mathewson Limited.

Policies are available upon request.

SIGNED: 

Mitesh Dhanak

POSITION: Director

DATE: 16<sup>th</sup> July 2024