

Quality Management Policy Statement

The GRS Group CEO has overall responsibility for implementing the Quality Policy, but the application and promotion of quality management is delegated out to the individual businesses that make up any part of the GRS Group of companies.

- We strive to be perceived by our customers as an organisation whose products, service and support consistently exceed those of our competitors
- We will continuously improve our products, services and processes using clearly defined methodologies and making data-based decisions
- We are working to build an organisation that is regarded by its employees as one they are proud to work for, that communicates with them, listens and responds appropriately, values them and invests in them
- If one of our customers has a problem with our products or our actions, we will react immediately and decisively to overcome it
- Wherever possible we will do what we have agreed to do, keeping our customers informed of progress
- We strive to be the preferred supplier for our products and services in our chosen field
- We aim to comply with the requirements of our ISO certification and continually improve the effectiveness of the Quality Management System by setting targets and objectives that meet the requirements of the business

GRS's top management is committed to:

- Ensuring GRS's business delivery processes are efficient and effective
- Promoting the process approach and risk-based thinking
- Promoting a strong culture of quality management within leadership and across the organisation
- Identifying and managing risks to product and service delivery
- Learning from our own experiences and building on best practices to improve our performance
- Communicating the importance of effective quality management and of conforming to the quality management system requirements

The quality policy shall be:

Available and be maintained as documented information; Communicated, understood and applied within the organisation; Available to relevant interested parties, as appropriate.



Jon Fisher – GRS Group CEO

January 2021