

# Quality Policy Statement

## QUALITY OBJECTIVES

Aurora Managed Services Ltd (Aurora) Board of Directors and its Extended Leadership Team are committed and responsible for establishing the overall Quality Policy for Aurora and reviewing our performance.

Aurora will achieve this by:

- ✦ Management commitment to develop and continuously improve our Quality Management System (QMS).
- ✦ Developing a full understanding of our customer's needs.
- ✦ Working in close cooperation with clients, customers, suppliers, and sub-contractors to provide the right quality work and services, first time.
- ✦ Actively seek customers feedback and use this as a format for continuous assessment and improvement.
- ✦ Developing the potential of our Employees to ensure all members are capable of undertaking required works in a safe and reasonable manner, in accordance with our Integrated Management System and associated policies.

## AIM

Aurora is committed to conducting our operations in accordance with our QMS, which fully satisfies the requirement of ISO 9001:2015.

Achievement of the aims of this policy requires all Employees to maintain and uphold their individual responsibilities for the quality of their work, resulting in continually improving Aurora's QMS and working environments, for all. Aurora is fully committed to delivering the objectives of this Quality Policy Statement through all its activities and operations.

Aurora has implemented a management structure that is based on the quality and commitment of its professional and experienced Senior Leadership Team and Employees. Our Directors have specific responsibilities for ensuring that the management structure reflects the quality standard, so that compliance with this Quality Policy Statement is maintained and continuously improved.

Aurora regularly reviews its operations and infrastructure, invests in new technology, and ensures all our Employees are trained to a professional level. Aurora's approach is to listen to our clients and openly discuss the individual requirements of each contract, thus ensuring that our clients remain fully satisfied with our service delivery.

With each contract that we undertake, a Quality Plan is implemented, encompassing control measures that ensure the clients' requirements are met, within the specified time, and in line with the budget agreed. To this end, we endeavour to work as a committed team in a spirit of cooperation with the client.

Aurora's Management and Supervisory Employees have the authority to make decisions, within the scope of their responsibilities, and are charged with working in accordance with this Policy Statement, Policies, Procedures, and associated Quality Management System.

Aurora's objectives are:

- ✦ To ensure the customers' needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- ✦ To continually communicate, throughout the organisation, the importance of meeting customers' needs and all relevant statutory and regulatory requirements.
- ✦ To establish and maintain the Quality Policy and its objectives.
- ✦ To ensure that Management Reviews are set and assess the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the process and effectiveness of the QMS.
- ✦ To ensure the availability of resources to ensure compliance with relevant statutory and regulatory requirements.
- ✦ To enable employees to achieve business and professional objectives.

Andy Moffitt (CEO)

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