

	Quality Policy	GT_P_02	
		Issue:	01
		Date:	28/07/2025
		Approved By:	Corporate Team

Greentown Quality Policy

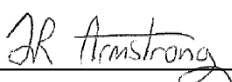
It is the policy of Greentown to provide services that fully satisfy the requirements of our clients. We are committed to this Quality Statement that defines our commitment to quality throughout the company.

WE WILL:

- Provide a client focused service at all times through a thorough understanding of our clients' needs and requirements in all work that we undertake.
- Continually measure our clients' satisfaction and continually strive to satisfy and exceed their needs at all times, wherever possible learn from any dissatisfaction.
- Manage an effective documented quality management system to comply with ISO 9001: 2015 requirements.
- Commit the company to continual improvement and efficiency in the provision of all our services, underpinned by a commitment to using the most efficient means to carry out our work and continual monitoring of our client satisfaction.
- Continually improve on the effectiveness of our quality system through the review and improvement of our processes and the setting of quality objectives.
- Tailor our work to the client's requirements when possible and maintain mutually beneficial working relationships with our clients to ensure long-term success.
- Continue to invest in our staff by providing in-house and external training to ensure they are equipped with the necessary skills set to carry out their work.
- Maintain our equipment in optimum working condition so we can work effectively as possible, as well as continue to invest in new equipment to improve efficiency.
- Keep abreast of and comply with the most relevant and up to date legislation and other requirements pertaining to all our company operations.
- Adhere to the procedures and instructions in our Quality system, ensuring all employees understand the importance of quality in their daily work.
- Always work efficiently as a team and learn if we make any mistakes.

This Policy is communicated and made known to and understood by all company employees and provides the framework for setting our Quality Objectives.

This Policy shall be reviewed as part of the Company's Management Review Procedure. The Quality Policy is included in the induction that all employees will be brought through when joining the company. This policy is also displayed in prominent positions around the company as a reminder to all new and existing employees and visitors of Greentown's Quality ethos.

Signed: 

Date: 28/07/2025

John-Ross Armstrong
Managing Director