

Quality Policy Statement

Swanton Consulting are committed to increasing market share, profitability and customer satisfaction by continually providing high quality solutions to our customers and creating an environment that encourages staff development.

To achieve this policy requires management systems and structures and the commitment of the entire team to undertake their work in a professional way. Our systems are based upon the ISO 9001:2015, and ISO 17025:2017 and senior management are committed to meeting the requirements of the standards. The systems within Swanton Consulting concentrate on reducing quality risks and providing prompt solutions to any issues as they are encountered. The aims of the company are to continually identify opportunities to improve all aspects of the business and company's systems in order to eliminate/identify issues at the earliest practicable stage.

It is the company's intention to:

- Address quality risks and reduce the risk to a tolerable level by applying appropriate controls;
- Address the needs and expectations of interested parties;
- Define quality objectives that can be measured and use them to help improve the company
- Develop and maintain management systems that will help our business
- Provide customer satisfaction by;
 - meeting customer expectations on quality, value and service
 - satisfy all contractual requirements in a commercial manner:
 - operate review systems to prevent problems occurring
 - operate mandatory business processes for all aspects of the business in accordance with recognised practices and compliant with ISO 9001:2015, and ISO 17025:2017
 - applying good professional practices and services
 - provide for and maintain training schemes
 - comply with Legal and Statutory requirements for the design, training and testing undertaken
 - seek to continually improve the business, systems and services
- Not to compromise our impartiality in any test design, testing or inspection activities undertaken by the Swanton Consulting

The Quality Manager is delegated full authority to take whatever steps are necessary to ensure that the requirements of the quality system are followed.

The Directors are ultimately responsible for the quality of the company's products and services and will ensure the required resources to achieve this policy are available and staff are engaged, directed and supported in their activities.

The Directors require that all personnel throughout the company bear the responsibility for the quality of all tasks for which they are accountable and act in accordance with the requirements of this quality system.

For and on behalf of
SWANTON CONSULTING LIMITED



Simon Bahaire BEng Hons DIS CEng MICE
Director

20th June 2025