# QUALITY POLICY

MD Group is dedicated to providing the highest possible standards of quality for its services and products and is dedicated to maintaining a Quality and Environmental Management system which ensures that it's services and products meet customer requirements within agreed parameters of Cost, Quality and Delivery. This is achieved by the use of Key Performance Indicators to measure conformance to the above criteria and the use of this information as a driver for the Continuous Improvement throughout the Company.

The company's Quality and Environmental Management system concentrates upon error prevention, by investigating processes, identifying errors and opportunities for errors and implementing corrective and preventative action to correct and avoid such occurrences.

The company defines quality as the conformance of its products to established and documented requirements derived from Client needs, employee expertise and experience.

Systems are open to constant examination and review by all company personnel and approved third parties enabling observations to be made and incorporated, which provide for continuous improvement.

The company is proud of its good reputation for responsible practices and dedicated Client care, which are a result of the company's ethical culture, skilled committed staff, and quality control over its services and products. It is the company's policy to seek to operate to these standards continuously and to implement and operate fully the BS EN ISO 9001: 2015 quality assurance standard and BS EN 14001:2015, environmental standard through registration and annual review.

Suppliers to the company will be actively encouraged to improve the quality and reliability of their services and products.

MD Group has identified the need to pursue responsible policies towards the community and that the interests of industry will not be served at the expense of the environment.

It is the company's belief that, in applying these Standards, policies and procedures it will be able to operate to the requirements of its Clients and industry accordingly.

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| Signature |  | Date | 14/05/2024 |
| Name | Steve Devlin | Position | Executive Director |