

CONTRACT SOLUTIONS (SCOTLAND) LTD
QUALITY MANAGEMENT SYSTEM

DOCUMENT REF: 1501

PROCESS MAP: Quality Policy

ISSUE NO: 05

Clause No.: 5

QUALITY POLICY

Contract Solutions (Scotland) Ltd (the 'Organisation') aims to ensure that its products and services meet the needs of its customers in accordance with relevant statutory, regulatory and contractual requirements.

The organisation operates a Quality Management System based on the requirements of the recognised international standards for quality management BS EN ISO 9001 and aerospace, space and defence industry standard AS9100D, including aspects specific to the provision of precision engineering products and services.

Organisation Management is committed to:

1. Develop and continually improve the Quality Management System
2. Monitor and measure the effectiveness of the Quality Management System
3. Focus on maintaining the highest possible levels of customer satisfaction

The management of Contract Solutions (Scotland) Ltd has a continuing commitment to:

1. Ensure that all 'interested parties' needs and expectations are determined and fulfilled
2. Mitigate against any identified risks and adopt a risk-based thinking methodology through our processes
3. Communicate the importance of meeting customer needs and all relevant statutory, regulatory and contractual requirements
4. Establish and communicate the Quality Policy to all relevant interested parties
5. Establish, monitor and communicate quality objectives as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
6. Ensure the availability of resources to continually improve the effectiveness of the QMS
7. Promote quality culture and ethical behaviour within the organization
8. Align with sustainability, Environmental, Social, and Governance (ESG) principles and consider climate change as part of our planning, production and delivery processes

The organisation constantly monitors its quality performance through having set PEARs/KPIs and implements actions and improvements when appropriate.

Our Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Signed:



Date: 11th May 2026

Managing Director: Robert Duncan