

## QUALITY POLICY STATEMENT

NTG Commercial Services Limited recognises the need for a quality policy and as a Principal Contractor, we are committed to delivering our products and services to meet the customer requirements at all times. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal. It is also recognised that the business environment will have an impact on our quality policy.

NTG Commercial Services Limited is committed to the management of mutually beneficial relationships between clients and suppliers, working together in the implementation of this policy and in continually improving the quality of the products and/or services it supplies.

In the provision of our goods and services, we will:

1. ensure that we fully identify and strive to meet the needs and expectations of our customers and conform to the agreed compliance standards for the products and services we supply;
2. assess the risk of our service/product provision processes so we can mitigate potential risks of process defects;
3. ensure that our people are suitably competent to carry out their work activities to required time scales in a manner that will not adversely affect the quality of goods/services we supply;
4. monitor and regularly review the business environment in which we operate and the associated internal and external issues that affect us.
5. provide ongoing training and resources to empower employees to deliver high-quality work

To ensure that this policy is successfully implemented, our people will be responsible for identifying customer requirements and ensuring that the correct processes are followed to meet those requirements.

Objectives will be set to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy and the changing business environment. These objectives will be monitored during management reviews.

The commitments outlined in this quality policy and the improvement objectives will be communicated and available to all relevant interested parties at all times to ensure its relevance and effectiveness

The policy will be reviewed at regular intervals to ensure that it continues to be effective and meet customer expectations.

Name: Vimal Patel

Position: Commercial Director

Signature:



Date: 20 of February 2025