

Sonae (UK) Ltd are committed to providing an excellent quality service to our clients, in order to achieve high levels of customer satisfaction. Sonae (UK) Ltd adopt the principles of process management, and aim to continually build a culture of continuous improvement within the organisation.

Sonae (UK) Ltd has implemented an integrated management system in accordance with ISO 9001:2015, and are dedicated to ensuring the implementation and continual improvement of this system. Our key values are as follows:

- We will endeavour to carry out our work to the highest possible standard and to surpass customer expectations.
- We will use the best possible products, tools, infrastructure and software to deliver our service.
- We will always use trained and competent staff, and will provide training and development opportunities to our employees.
- At all times, we will fully comply with relevant legislation (as a minimum).
- We will aim to continually add value to processes across all aspects of the business to create a competitive advantage.

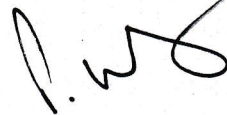
- To deliver a service on time and within the constraints of client contract and legislative requirements
- Where possible, we will promote best practice outside the immediate organization.

As part of an ongoing process to achieve these aspirations, Sonae (UK) Ltd sets objectives and targets that are established and reviewed at regular intervals.

Sonae (UK) Ltd recognise that quality is the prime responsibility of the senior management, who will ensure that there are adequate resources available (both human and financial) to implement this policy.

It is also recognised that this policy can only be successfully implemented with the involvement of all staff. Management will therefore actively promote and encourage the cooperation, involvement and participation of all staff and contractors.

This Quality Policy is a live document and will be reviewed on an annual basis at Management Review meetings.



Paul Murphy
Managing Director
28 March 2022