



## Dunstall Holdings Group Quality Policy

Dunstall Holdings Limited, its subsidiaries Rea Valley Tractors Limited and Altegra Integrated Solutions Limited, aim to ensure that the products and services we offer meet the needs of our customers in accordance with relevant product standards, approved codes of practices, legal, statutory, and regulatory requirements, and police force policies in response to security systems.

Our Senior Leadership Team are responsible for the effective creation, implementation and continual improvement of this policy and our Quality Management System, ensuring we maintain and adhere to requirements of ISO 9001 and NSI Gold certification. The scope of our Quality Management System covers all activities as stated in our scope document and we are committed to the enhancement of:

- Quality, specification, and integrity
- Customer satisfaction
- Supplier performance
- Risk minimisation and mitigation
- Work ethics and best practice

We have a continuing commitment to:

- Review the internal and external issues affecting our Quality Management System and the needs and expectations of our interested parties
- Ensuring that our customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicating throughout the organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establishing, achieving, and working towards our quality objectives
- Ensuring management reviews are set to monitor and measure the objectives, policies, processes, and the effectiveness of our Quality Management System which includes operating in compliance with those particulars identified in paragraph one of this policy.
- Ensuring management are aware of updates to prime legislation that impinges on their area of responsibility and authority
- Ensuring the availability of resources

All personnel understand the requirements of this Quality Policy and abide with the requirements of the Quality Management System as defined in this Quality Procedures Manual. This Quality Policy is regularly reviewed, to ensure its continuing suitability.

Copies are made available to all members of staff and relevant interested parties along with copies of the minutes of Management Reviews, or extracts thereof, in accordance with their role and responsibilities as a means of communicating the effectiveness of our Quality Management System.

Signed: 

Group Managing Director

Date: 26/04/2022