

POLICY NAME:	QUALITY	DATE:	JANUARY 2026
POLICY REVISION:	02	BY	JONATHAN CLARK
REVIEW PERIOD:	ANNUALLY	REVIEW:	JANUARY 2027



QUALITY POLICY



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CONTENTS

1. AMENDMENTS AND UPDATES 3

2. PURPOSE 3

3. SCOPE 3

4. CUSTOMER FOCUS..... 3

5. CONTINUAL IMPROVEMENT 3

6. QUALITY CULTURE 4

7. SYSTEMATIC MANAGEMENT 4

8. STAKEHOLDERS AND COMPLIANCE 4

9. KEY ENHANCEMENTS FOR COMPLIANCE..... 5

10. REVIEW AND CONTINUOUS IMPROVEMENT 5

POLICY NAME:	QUALITY	DATE:	JANUARY 2026
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1. AMENDMENTS AND UPDATES

ISSUE	DATE	AMENDMENT / CHANGE
FIRST	Unknown	All previous versions saved in 'Archive' server
02	Jan 2026	Template, wording and sections, part of GFS improvement process.

2. PURPOSE

The purpose of this policy is to define Glass and Framing Solutions Limited's commitment to ensuring quality is at the heart of everything we do. Our Quality Policy reflects our unwavering commitment to delivering superior products and services that meet and exceed customer expectations, comply with all applicable legal and regulatory requirements, and promote continuous improvement throughout our organisation.

Our aim is to ensure that our business processes not only align with the highest industry standards but also contribute positively to the sustainability and growth of the company. We are committed to operating in compliance with BS EN ISO 9001:2015 and other relevant quality management standards.

This policy is based on four foundational pillars:

- Customer Focus (Section 4)
- Continual Improvement (Section 5)
- Quality Culture (Section 6)
- Systematic Management (Section 7)

These principals define our approach to achieving excellence in all aspects of our operations.

3. SCOPE

This policy applies to:

- All employees, temporary staff, agency staff and contractors working at Glass and Framing Solutions Limited.
- All third-party suppliers, contractors, and business partners are expected to comply with the principles outlined in this policy.

4. CUSTOMER FOCUS

Customer satisfaction is the cornerstone of our success. At Glass and Framing Solutions Limited, we strive to deeply understand and anticipate the needs of our customers to provide tailored, high-quality solutions that deliver value and reliability, we commit to:

- Proactively engaging with customers to ensure their expectations regarding product quality, delivery timelines, and overall value are not just met but exceeded.
- Cultivating lasting relationships by maintaining open, transparent communication and acting swiftly on customer feedback to improve products and services.
- Ensuring our glass and framing solutions are engineered to the highest technical standards, backed by strong aftersales support to foster trust and confidence in our offerings.
- Continuously reviewing customer feedback and satisfaction metrics to refine and adapt our service offerings.

5. CONTINUAL IMPROVEMENT

At Glass and Framing Solutions Limited, we recognise that the key to sustained success is an ongoing commitment to improvement. We are dedicated to embedding continuous improvement into every aspect of our business, including our processes, technology, products, and customer interactions, we will:

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- Implement a structured framework for continuous improvement that involves setting measurable objectives, benchmarking performance, and fostering innovation across the organisation.
- Encourage a culture of 'Lean Thinking' and 'Six Sigma' methodologies to drive efficiency, reduce waste, and improve operational excellence across all areas of our business.
- Utilise data driven decision making to identify areas for enhancement, regularly assessing processes through Key Performance Indicators (KPIs), and implementing corrective actions where necessary.
- Support research and development initiatives to ensure we stay at the forefront of technology and market trends, enabling us to offer innovative, competitive solutions to our customers.

6. QUALITY CULTURE

We believe that an organisation wide culture of quality is critical to achieving our business objectives. Every employee at Glass and Framing Solutions Limited is empowered and responsible for contributing to our quality driven ethos. To nurture this culture, we will:

- Ensure that quality standards are embedded in every level of the organisation, from Senior Management to operational teams, fostering shared accountability for the quality of our products and services.
- Deliver ongoing training and professional development to equip staff with the necessary skills, knowledge, and tools to perform their duties to the highest standards.
- Foster a collaborative environment where employees are encouraged to contribute ideas for improvement, innovation, and customer satisfaction.
- Promote internal audits, employee engagement programs, and cross functional teams to regularly assess and enhance our performance in line with our quality objectives.

7. SYSTEMATIC MANAGEMENT

Our Quality Management System (QMS) is designed to maintain the highest level of operational excellence, while being flexible enough to adapt to changes in the regulatory landscape and market conditions. To achieve this, we commit to:

- The full implementation and continual enhancement of our ISO 9001:2015 certified QMS, which supports standardised, consistent, and efficient processes throughout the company.
- Conducting regular internal audits, management reviews, and third-party assessments to ensure compliance with regulatory standards and internal policies.
- Leveraging risk-based thinking across our operations to anticipate potential challenges, mitigate risks, and exploit opportunities for growth and improvement.
- Embedding Environmental, Social, and Governance (ESG) considerations into our QMS to ensure our operations contribute positively to both the environment and society. This includes minimising waste, reducing our carbon footprint, and supporting ethical business practices.
- Maintaining a focus on business continuity planning to ensure the resilience and sustainability of our operations in the face of unforeseen challenges.

8. STAKEHOLDERS AND COMPLIANCE

As part of our commitment to continuous improvement, we engage with all our stakeholders, customers, employees, suppliers, and the community to ensure our practices not only meet expectations but contribute to the greater good.

We also ensure that our products and services comply with all applicable legal and regulatory standards, including safety, environmental, and health regulations.

- **Compliance and Regulation:** We adhere strictly to all local, national, and international regulations relevant to our operations and continually monitor the regulatory environment to ensure ongoing compliance.
- **Supplier and Partner Engagement:** We collaborate closely with our supplies and partners to ensure they adhere to the same high standards of quality and ethical conduct we uphold.
- **Health and Safety:** Glass and Framing Solutions Limited is committed to providing a safe and healthy working environment for our employees and visitors. We comply with occupational health and safety regulations and actively promote a culture of safety throughout our operations.

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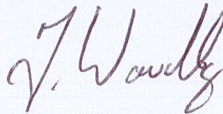
9. KEY ENHANCEMENTS FOR COMPLIANCE

- **Inclusion of BS EN ISO 9001:2015 Standards:** Reflects the most recent version of quality management standards.
- **Integration of Risk-Based Thinking:** Reflects ISO 9001:2015 emphasis on proactive risk management working with real time data for non-conformance.
- **ESG Integration:** Inclusion of environmental and social responsibility as part of the quality commitment.
- **Broader Stakeholder Engagement:** Focus on supplier management, regulatory compliance, and employee engagement for enhanced quality culture.

10. REVIEW AND CONTINUOUS IMPROVEMENT

This policy will be:

- Reviewed annually by Senior Management or more frequently if legislation or business operations change.
- Updated as necessary to ensure continued compliance and effectiveness.
- Supported by periodic audits and feedback mechanisms to identify and address potential weaknesses.

SIGNED:	
NAME:	Tony Waudby
TITLE:	Managing Director
SIGNED FOR:	Glass and Framing Solutions Limited
DATE:	15 th January 2026

