



## QUALITY POLICY STATEMENT

**Norton & Associates Ltd is committed to the provision of a quality service that fully conforms to ISO 9001, the requirements & the expectations of our customers whilst promoting customer satisfaction.**

**We have developed a quality system, the main objectives of which are to:**

- Get things right first time, every time;
- Maintain good working relationships with customers and suppliers;
- Meet our compliance obligations;
- Enhance employees' understanding regarding the quality system;
- Promote an environment of continual improvement in all aspects of the Company's operations.

**The Company is focused on meeting customer requirements, achieved by:**

- Identifying and understanding customer requirements;
- Setting and reviewing management objectives;
- Providing a focus for performance improvements and improved customer satisfaction;
- Early identification of problems and the adoption of effective and efficient corrective actions;
- Protecting customer data and intellectual property;
- Providing adequate resources, including training and development of all our employees; and
- Communicating openly with all stakeholders

**The Managing Director is responsible for ensuring that this policy is understood and implemented throughout the Company. Every employee has responsibility for the quality of their own work and for contributing to improvements in our services and management processes.**

**This policy will be displayed prominently throughout the Company and will be available externally to all interested parties on request.**

**Norton shall review and update this Quality Policy and related documents annually.**

A handwritten signature in black ink that reads "Jonathan Norton".

Jonathan Norton  
Managing Director