

Quality Policy

LION Engineering Services Limited provides manufacturing and servicing facilities, specifically supporting the energy industry. Today the company can offer a wide range of engineering services to a diverse customer base. The nature of the Company's activities places particular emphasis on experience, expertise, reliability, quality, and service.

The management team are committed to:

- Providing a product which conforms with all applicable statutory, regulatory and the contractual requirements of our customers.
- Continually improving the effectiveness of our quality management system by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management shall:

- Ensure the QMS is fully certified to *BS EN ISO 9001:2015 & BS EN 9100:2018*.
- Take accountability for the effectiveness of the *Quality Management System (QMS)*. Ensuring that the *QMS* achieves its intended results.
- Ensure the quality policy and quality objectives are established for the *QMS* and are compatible with the context and strategic direction of the Company.
- Quality objectives such as `On Time` delivery and quality performance with customers have been set and are maintained as part of the *QMS* internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the *QMS* are available including; training, support and encouragement.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for or on our behalf. It is the company policy to display this statement and make copies available upon request for all stakeholders.

Signed: *T. Kimber-Smith*

Date: January 2024

Role: Company Director

Review Date: January 2025

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Form-079	008	29.11.2023	24.01.2024	A. Sewell	T. Kimber-Smith	1 of 1