

Quality Assurance Policy

Issue 01/08/2024

Responsibility: Craig Biggs on behalf of Gravity Lift Services LTD.

This Quality Assurance Policy is to outline the principles and practices that Gravity Lift Services follows to ensure the delivery of a High-Quality Service and End Result to the Customer and Principle Contractor. This Policy reflects Gravity Lift Services commitment to continuous improvement, client satisfaction and compliance with industry standards.

Scope:

The Policies applies to all employees, sub-contractors used and any individuals working for or representative for Gravity Lift Services Ltd. Everyone working on behalf of Gravity Lift Services has an obligation to improve the quality and service levels for the clients and end users.

Our Quality Commitment:

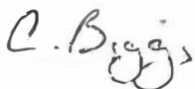
We are Client Focused; Gravity Lift Services is dedicated to meeting the requirements of our clients and wherever possible exceeding expectations within reasonable means. We monitor feedback from customers with the aim of improving our services. Additionally, we will assess our operational services in areas which may require more work.

Continual Improvement: We are committed to continual improvement to our knowledge, focus and quality of works. Therefore, we plan to invest back into the company, to our people and processes to allow supportive growth to benefit our customers experience.

Quality Standards:

Compliance: Gravity Lift Services Ltd will adhere to all relevant industry specific standards and regulations applicable to the products and services we provide. Where compliance cannot be achieved formal written notification will be given and we will aid in finding a suitable and safe solution. Any non-conformities will have actions taken to identify these before they occur for continual improvement.

Fundamentally we will never compromise the standard of works that we offer.



Craig Biggs for and on Behalf of Gravity Lift Services LTD.