



Reverie limited recognises that the disciplines of quality, health and safety and environmental management are an integral part of its primary management function and very important to sustained profitable growth. By endorsing good business practise and through continuous improvement we will deliver quality products and services that constantly meet and satisfy the needs of our customers. To achieve this we have established and implemented a coordinated Quality Management System which addresses the company's business activities and meets the requirements of the internationally recognised standards, ISO9001:2015.

We will foster a culture within Reverie limited where all staff understand the needs of interested parties and the company's policy and objectives to satisfy these. Our quality management system is fully implemented and top management ensure that through effective two way communication, training and providing equipment and resource aims are achieved.

The Company places particular emphasis on obtaining Customer satisfaction by meeting its quality assurance objectives:

- Responding promptly and accurately to Customers enquiries and contracts;
- Constantly pursuing quality, value and reliability in the products & services that Reverie supplies to its customers – the first time and every time.
- Working closely with its Customers and other Interested Parties in seeking to understand, meet and exceed their needs.
- Adopting a forward-looking view on future business decisions, training, resource, infrastructure, services, equipment and investments.
- Building, monitoring and supporting a sustainable supply chain that shares our vision.
- Responding to customer feedback or concerns promptly & effectively and making / checking improvements needed to stop future occurrence.

Management activities and business at Reverie is conducted according to the following principals:

- Complying with all applicable laws and regulations.
- Continuously improvement this system and managing risks to our product quality
- Maintaining an effective, all-encompassing and evolving management and quality system meeting ISO 9001:2015 to achieve sustained, long term profitable growth
- Setting and sharing new targets in the form of quality objectives to drive ourselves forward and learning lessons where things go wrong or we see potential for this.
- Taking due care to ensure that activities are safe for employees, subcontractors and others who come into contact with our work.
- Monitoring Customer satisfaction and other performance indicators as a basis for continual improvement.

I give my full authority to this policy and the system and personally act as Management Representative to review and evaluate the effectiveness and efficiency of the company, this policy and the management system which implements it.

Signed:- (Unsigned Data protection copy)

Date:- 05/03/2021