

## DWT - 54

# Company Rules, Policies & Procedures

Legislation may change before, during or after these Rules, Policies & Procedures have been issued or revised. In all cases legislation wording takes precedence.

## DWT – 54 Quality Policy 2026

The management and personnel of David Watson Limited are committed to delivering a high-quality service in quality management by continually improving client satisfaction, human resource management, and company operations.

Our **primary objective** is total customer satisfaction, achieved by recognising, understanding, and exceeding customer needs.

### Commitment to Quality

Executive management is committed to the efficient operation, continual improvement of performance, and the quality management system, with full approval and commitment to this policy. To achieve this, **S.M.A.R.T.** quality objectives are established at all organisational levels. These objectives address key risks and opportunities and are reviewed annually during the management review process.

To meet high expectations—both ours and our customers’—we adopt a risk-based approach to identify threats and opportunities.

### Employee Development

Employee development and training are top priorities. Human Resource Management is founded on:

- Comprehensive training and supervision.
- Effective communication skills for all personnel.
- High employee satisfaction.

### Adherence to ISO9001:2015 Standards

The quality management system aligns with the **ISO 9001:2015 standard**. The company’s dedication to fulfilling and surpassing these requirements ensures a successful future and establishes a benchmark of excellence.

### Stakeholder Engagement

The Directors:

- Consider the views of interested parties.

- Evaluate the environmental impact of company activities.
- Commit to meeting compliance obligations, including contractual, statutory, legal, and other relevant requirements.

### Supplier Collaboration

We recognise the critical role of suppliers and work closely with them to enhance the quality of their services.

### Policy Communication and Monitoring

This policy is publicly displayed and actively communicated to all relevant staff, customers, and third parties.

Awareness and training initiatives ensure everyone understands their responsibilities within the Quality Management System.

The policy’s success is measured, monitored, and improved through:

- Internal and external audits.
- Management reviews.
- Corrective and preventive actions.
- Employee training.

### Continuous Improvement

Each employee is made aware of the importance and content of this policy and encouraged to contribute to the Quality Management System’s success.

By meeting the requirements of ISO 9001:2015, David Watson Limited ensures a prosperous future and sets a high standard for others to follow.

*Mark Watson*  
MANAGING DIRECTOR

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