

## Quality Policy

Profiwall Limited aims to ensure that its products and services always meet the needs of its customers in accordance with contractual requirements, policies, and procedures. Company Management is committed to:

- Developing and improving the Company's Quality standards.
- Continually improving the effectiveness of the Company Quality Procedures.
- The enhancement of customer satisfaction.

*The management has a continuing commitment to:*

- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction. All complaints and non-conformances are investigated by senior management to ascertain the source of the non-conformance and measures needed to prevent reoccurrence.
- Communicating throughout the Company the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establishing the Quality Procedures and objectives, and ensuring they are brought to the attention of all employees.
- Ensuring the availability of resources to meet the requirements of the Quality Procedures, ie. training and funds.
- Ensuring all suppliers/contractors have quality measures in place.

*To meet the Company commitment to quality, the Company will:*

- Ensure all employees are trained and competent in the tasks they undertake on behalf of the company.
- Keep training records and regularly update them. Training will be provided initially during induction and as required thereafter. Further training will be required should the scope of works undertaken by the Company change and/or following monitoring of the Quality Procedures for continual improvement.
- Provide all suppliers/contractors with a Quality questionnaire to monitor their commitment to providing Quality services and standards. See appendix A.
- Ensure all employees understand the requirements of this Quality Policy and abide with the requirements of the Company Quality Procedures.
- Constantly monitor its quality performance, including on site performance during site visits, and implement improvements when appropriate.
- Regularly review this Quality Policy to ensure its continuing suitability.

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- Provide information to individual's regarding monitoring of the Company quality procedures.
- Provide copies of this quality policy statement to all employees



Signed:

Date:21.02.2025

Mr I.Parashkevov  
Director

Review Date: 21.02.2026

## Appendix A

### **Part A – To be completed if a registered Quality Management System (QMS) is in place.**

1. Does your company have a registered ISO 9001:2008 Quality Management System (QMS)? YES  NO

*If “Yes”, please provide a copy of the registration certificate and do not complete questions 3 to 11. If “No”, proceed to question three (3) below.*

2. If company has a registered Quality Management System, please provide the Table of Contents of your Quality Manual.

*Those that “do not” have a registered ISO 9001:2008 QMS must complete questions three (3) to eleven (11).*

### **Part B – To be completed if Company “does not” have a registered QMS.**

3. If you do not have a registered Quality Management System, please explain how your organization controls its processes to ensure that you meet the customer’s requirements.

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4. Are there written procedures for your core processes?

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5. How do you ensure that your main subcontractors / subsuppliers meet specified requirements?

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6. What are your processes for addressing problems and opportunities for improvement?

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7. Do you have a documented audit schedule for both internal and external audits?

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8. What is your process for responding to customer complaints or corrective action requests?

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9. Describe your process for investigating the root cause of problems and implementing effective corrective action.

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10. Is there a procedure for management of hard copy and electronic records?

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11. Please provide contact information for two client references and details of products or services provided.

1.

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2.

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12. Any Further Comments

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