

## Quality Policy

It is the stated quality policy of Knowlton & Newman Ltd to satisfy the requirements of our customers in every way that we can. This can only be achieved by operating a comprehensive, co-ordinated quality system which assures the quality of all processes and services offered by the company. This system is designed to meet the requirements of ISO 9001:2015 statutory and regulatory requirements and will be implemented across the whole company and embrace all of the activities which impact upon our customers.

The Managing Director of the company is committed to ensuring that the system is effective in achieving quality and satisfying customers both now and in the future. To this end, we will strive to continually improve our services, processes and quality management system.

Signed:

A handwritten signature in black ink, appearing to be 'R Knowlton', written over a thin horizontal line.

**Robert Knowlton**  
**Managing Director**

11<sup>th</sup> December 2019