

**Document Scope:**  
**Stannah Home Accessibility**

## Quality Policy

**Issue date: 1 January 2024**

**Issue: 01**

### **Responsibility:**

**Chief Transformation Officer, Chief Operations Officer, Chief Commercial Officer**

### **Scope**

Stannah Home Accessibility

### **Policy**

Our mission is to change people's lives with mobility needs and those supporting them by providing leading solutions that enhance independence, safety, and quality of life. Through innovation, reliability, and exceptional customer service, we strive to be the trusted partner in helping everyone maintain their freedom and access to every corner of their homes.

Quality is recognised as a fundamental component of the value our customers expect from Stannah. For over 150 years, successive generations of the Stannah family have passed down our commitment to ethical and responsible business – each preserving and building on the standards and ideals of the previous generation.

We have an overriding commitment to the quality of products and services we provide to our customers, whilst ensuring compliance with The Supply of Machinery (Safety) Regulations 2008 along with other statutory and regulatory requirements in all aspects of our business activities. Our foundation of working in line with the ISO9001:2015 quality management principals will support our drive for developing sustainable products and services.

To this end, Home Accessibility will have annual objectives which contribute to achieving the company's overall strategic intent. In addition, continuous improvement will operate across the company to promote an environment that inspires employees to improve the quality of our products, processes, and services.

The communication and deployment of this Quality Policy is ultimately the responsibility of the C-Suite via the company's organisational structure; however, the implementation and achievement of the company quality objectives lies with each of its employees.

This Quality Policy is reviewed annually under the Quality Management Review (QMR) Process.



**Andy Hastilow**  
Chief Transformation Officer



**Graham Wheeler**  
Chief Operations Officer

*Marco Luna*

**Marco Luna**  
Chief Commercial Officer

## Variations

None

## Review & Retention

<b>Review reason</b>	<b>Date of review</b>	<b>Next review</b>	<b>Reviewed by</b>
Creation of new policy or Home Accessibility	15/04/2024	01/01/2025	Andy Hastilow Graham Wheeler Marco Luna