

Document Scope:

- Lifts Distribution & Service UK
- Home Accessibility UK Operations and UK Commercial

Quality Policy

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Responsibility: Managing Directors

Scope

Stannah Lift Services Ltd, Stannah Microlifts Ltd, Stannah Lifts Ltd (Sales & Installation Division)

Policy

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 Lift Regulations 2016 and 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 quality management principals will support our 2024 focus on developing sustainable solutions and policies.

We put our customers at the heart of our business. We listen to their requirements and deliver on our promises. It is each division's goal to exceed their customers' expectations by providing high quality service and reliable products that they can use with confidence. We regularly monitor complaints, product reliability and review our customers' expectations with the aim to improve our service. Where problems do arise, we strive to employ a structured problem-solving process to identify root causes and implement effective improvements.

Every employee is responsible for improving quality and the level of service we provide our customers. We will continually reassess and improve operational effectiveness to meet and exceed the needs of our customers.

The Management Teams of Stannah Lifts Services Ltd, Stannah Microlifts Ltd and Stannah Lifts Ltd supports this Quality Policy by:

- ♦ Producing an annual business plan which includes quality and continuous improvement objectives that are cascaded through to local branch and department plans
- ♦ Developing our people and processes in line with business plan objectives, achieving our commitments to quality, cost, and schedule
- ♦ Communicating these objectives, and all progress against them, to the organisation through regular briefings and Management reviews

- ◆ Promoting and encouraging an environment of continuous improvement and innovation in the workplace, so every Stannah employee adopts the attitude that improvement is always possible and understands their individual contribution is important to the Company's overall success
- ◆ Using our established feedback mechanisms to seek out opportunities for improvement and where necessary, take actions to avoid recurrence of non-conformities



Alastair Stannah
Managing Director
Lifts Distribution & Service UK



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Variations

Stannah Stairlifts and Platform D&M business units hold their own Quality Policy under the separate Quality Management System.

Review & Retention

Retained for 5 years. Reviewed by Quality Coordinator and Managing Directors.