
Policy document

Quality

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Scope: Stannah Lift Services Ltd, Stannah Microlifts Ltd, Stannah Lifts Ltd

Owner: Quality Coordinator

Responsible: Managing Directors

1 Purpose

This policy outlines Stannah's commitment to quality, defines how quality objectives are managed, and provides a framework for establishing and reviewing quality management procedures. It communicates standards and expectations to employees and stakeholders, ensuring consistency, continuous improvement, and compliance with relevant regulations.

2 Policy

Quality is a fundamental component of Stannah's heritage and the value we deliver. With over 150 years of ethical, responsible business practice, we remain committed to exceeding customer expectations through reliable products and exceptional service. We ensure 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, while driving sustainable solutions.

Every employee is responsible for enhancing quality and service. Our divisions integrate quality and continuous improvement into annual business plans, cascading objectives through local branches and departments. We monitor performance, resolve issues through structured problem-solving, and promote an environment of innovation and ongoing improvement.

By listening to our customers and utilising effective feedback mechanisms, we ensure our processes and products not only meet but exceed expectations. This commitment to quality and continuous improvement underpins every aspect of our business, ensuring that our lifting solutions remain trusted and dependable.

3 Procedure

A number of documented procedures are in place across the business units under scope of this policy which define how specific tasks or processes should be completed to meet the requirements of this policy.

The Guide to the Quality Management System (10246712) refers employees to such procedures, including, but not limited to, Business Planning, Customer Satisfaction, Non-Conformity and Corrective Action, Training, Competence and Awareness.

4 Responsibilities

These responsibilities ensure that quality objectives are established strategically, communicated and enforced throughout the business, and continuously improved upon by every team member to consistently exceed customer expectations.

Business Unit Leaders:

- Establish top level quality objectives and integrate the quality policy into strategic business plans.
- Allocate resources and set overall performance targets.
- Oversee and review quality initiatives to drive continuous improvement.

Branch and Department Managers:

- Set and cascade local quality objectives and procedures to their teams.
- Ensure daily operations comply with the quality policy and regulatory requirements.
- Provide training, monitor performance, and report process issues for corrective action.

Employees:

- Adhere to established quality procedures and standards in all tasks.
- Contribute to ongoing quality improvement through feedback and proactive problem-solving.
- Maintain high-quality work practices to meet customer expectations and support the overall policy.

5 Breach of policy

Adherence to this Quality Policy is mandatory for all employees as a key part of our commitment to excellence and consistency; any breach of these guidelines will be managed through our standard disciplinary procedures to maintain our high-quality standards.

6 Variations/exceptions

The Stannah Home Accessibility Manufacturing and overseas Commercial business units maintain a separate quality policy, aligned with their own quality management system, independent of this policy. The Operations and Sales divisions of Stannah Lift Services Ltd are covered by the Home Accessibility policy. Goals are broadly shared in line with the Group Blueprint.

7 Version history

Version	Coordinated by	Description of Change	Approved by	Approved Date
1	Katie Bain	New template, addition of responsibilities	ADS	12 Jan 2021
2	Katie Bain	Periodic review	ADS	13 Apr 2022
3	Katie Bain	Periodic review	ADS	1 Dec 2023
4	Katie Bain	Periodic review, change to new policy template, defined responsibilities	Alastair Stannah, Patrick Stannah	4 Apr 2025
5	Katie Bain	Periodic review, no changes	Archie Hungwe	28 Apr 2026



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