



**Sentinel**  
Contracting plc

## QUALITY POLICY 2024

### Sentinel Contracting PLC

Sentinel Contracting PLC aims to provide defect free goods and services to its customers on time and within budget.

Sentinel Contracting PLC operates a Quality Management System that has gained ISO 9001:2015 certification, including aspects specific to the provision of painting & decoration, passive fire protection and general building services.

The management is committed to:

1. Develop and improve the Quality and Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Sentinel the importance of meeting customer needs and legal requirements
3. Establish the Quality Policy and its objectives
4. Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
5. Ensure the availability of resources

The structure of the Quality Management System is defined within the requirements of ISO 9001:2015.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Company Operations Manual.

Sentinel Contracting PLC complies with all English and EU legislation and regulations specifically related to its business activities.

Sentinel Contracting PLC constantly monitors its quality performance and implements improvements when appropriate. This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy and the Management Review minutes are given to all members of staff as a means of communicating the effectiveness of the Quality Management System.

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**Mark Stewart (4th Jan 2024)**  
**Director**  
**Sentinel Contracting PLC**