

Lindner Prater Limited recognises the importance of delivering a quality product and service that seeks to exceed the requirements and expectations of its customers. The Board of Directors are committed to ensuring that the systems and resources are in place to allow its people to successfully achieve the quality objectives, which are set in line with the future strategy of the business and that of the Lindner Group.

We operate a comprehensive and effective management system, certified to ISO 9001:2015, which is monitored and measured to ensure its continued relevance and accuracy. We want to ensure we are delivering the very highest standard of quality, and challenging the expectations of our customers.

Lindner Prater, as part of the Lindner Group of companies embraces the culture of the organisation which is outlined in the code of conduct (FO-ST-021), the corporate values (FO-ST-003) and the corporate principles (FO-ST-002), as well as entire corporate vision (FO-ST-020).

Lindner Prater is aligned with the strategic approach of the Lindner Group in relation to Quality Management:

- **Process approach** improvement through optimisation and digitalisation
- **Engagement of people** to ensure the ongoing development of the organisation
- **Customer expectations** fully understood, met and, where possible, exceeded
- **Relationship management** - Invaluable cooperation with suppliers, partner companies and employees to improve standards of quality in the industry, seeking to ensure counterfeit, fraudulent and suspect items (CFSI) are not present in the supply chain. This would also support efforts to reduce modern slavery in the construction industry.
- **Performance indicators** - more than just financial indicators to actively support the control of processes.
- **Leadership** - Managers actively reviewing and updating processes to drive efficiency and effectiveness, and to ensure the requirements of all interested parties, including statutory and regulatory are being met.

The Board of Directors will foster a culture of continual improvement by setting, measuring and communicating quality objectives to meet the strategy. They will ensure systems are in place to assess the competency of its people so they have the appropriate skills and supervision to positively impact on the quality of their work.

Regular audits of our projects, factories and business functions will be undertaken to monitor and measure the quality performance of the business.

This policy and the quality objectives will be communicated to all staff at induction and on an on-going basis, encouraging them to actively develop and improve the management system. A company-wide understanding of what can impact on our standards of quality, and the actions that can be taken to improve performance will lead to significant benefits for the business, its employees, its supply chain and its customers.

This policy will be available and maintained as documented information, and made available to relevant interested parties, as appropriate.



Gavin Hamblett
Managing Director
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