



QUALITY POLICY STATEMENT

Quality Ventilation Solutions

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E Poppleton & Son Ltd (the "Company"), manufacture, install and test heating, ventilating and air conditioning systems. We recognise that many of the industry sectors we operate in are considered to be "special and unique" and our success is derived from understanding and creating value for our customers, employees, suppliers, and subcontractors. In order to underpin our business strategy, this policy has been reviewed by the Directors and has been adopted by the Company. It has been made available to all employees.

Statement

Poppleton, recognise the discipline of Quality Management is an integral part of its overall management function and has a significant influence on all aspects of the products and services we provide. Improving our quality performance is of the highest priority and is achieved by understanding the importance of our role in meeting customer needs and expectations.

In order to manage and continually improve our "Quality Performance" the company operates and maintains a Quality Management System captured within our "Integrated management System" (IMS). Our "IMS" is in accordance with the requirements of BS EN ISO 9001:2015. We utilise a process based "IMS" committed to improving our products and services.

E Poppleton & Son Ltd has been ISO 9001:2015 accredited since September 2020 and continue to conform to the standard.

Specifically, we are committed to operating quality management policies which ensure:

- All processes focus on achieving customer satisfaction within a framework of control.
- Products and services are of a consistent quality and reliability.
- Suppliers and Sub-Contractors are selected from approved sources.
- Each process delivers the product, service or information required for the next to function completely, effectively and on-time.
- Employee involvement in quality matters is encouraged at all levels through communication and awareness of the importance of complying with agreed processes and procedures.

We recognise that a genuine commitment to understanding the present and future expectations of our customers, suppliers and sub-contractors is essential in the achievement of this policy. We will continually work to ensure that future needs and expectations are realised in the quality of the information, products, and services we provide.

The Directors are committed to the implementation of this policy:

Signed



T. Hopkinson
Director



N. Edwards-Hughes
Director

Date:
5th January 2026