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Quality Policy Statement

Toppesfield Ltd aims to provide defect free products to its customers, on time and within budget ensuring that services provided, fully meet all contractual obligations in respect of quality.

We have developed our Management Systems to comply with the requirements of BS EN ISO 9001:2015 for Quality Management Systems as certificated by the British Standards Institute with certificate reference FS 560420. The management system is enhanced by the development of procedures and documentation that subsequently satisfies the basis of other requirements that we subscribe to which include compliance with Network Rail Standards, National Highways Sector Scheme16 and client specified requirements.

We are committed to:

- Develop and improve the Quality Management System;
- Continually improve the effectiveness of the Quality Management System;
- The enhancement of customer satisfaction;
- Ensuring contracts and sales orders are executed in an economic and timely manner, so as to be mutually beneficial to the Company and Client;
- Compliance with the agreed specifications and conditions of contract and regulatory requirements;

We shall strive to ensure complete customer satisfaction and that all customers receive a high quality of service which complies with the requirements of BS EN ISO 9001:2015, National Highways Sector Scheme 16, Network Rail and those standards expected by our clients.

To achieve this, we will work in compliance with our Management System, which clearly defines the procedures which must be followed by our employees and supply chain partners to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction;
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements;
- Consult with, listen to, and respond to employees, customers and partners to deliver continual improvement of their quality performance;
- Establish the Quality Policy and its objectives;
- Ensure that the effectiveness of the system is reviewed and developed to meet the needs of the business and that of our clients;
- Ensure the availability of resources;

Our Quality Policy and Management System are subject to regular audit and review in order to detect and prevent the occurrence of problems, as well as proactively developing and continually improving the system further, to ensure full compliance and support of our Company policies.

We recognise the importance of applying quality management methods to our business and have made quality a discipline central to our operation. We undertake to ensure that quality is everyone's aim throughout the organisation and that all employees, and where necessary supply chain partners and suppliers have a sound understanding of the importance of our management system and their direct effect to our continuing success.

All personnel understand the requirements of this Quality Policy and are committed to the implementation of our Quality Management System.

This statement shall be reviewed annually and will be made available to others on request.

Bill Pryor



Managing Director
February 2026