

QP-0004 Quality Policy Statement (REV 11)

Clause 5.2 Quality Policy (5.0 Leadership)

“ACCURACY REALISES EXCELLENCE”

PinnacleESP maintains a quality system that is designed to meet the requirements of ISO9001:2015 and the strategic direction of our business. We are committed to the continual improvement of our Quality Management System, processes, and services to enhance customer satisfaction, operational efficiency, and performance.

PinnacleESP is a building services and architecture consultancy with a vision for accuracy. High standards of customer service are an essential part of our quality processes. All staff are regularly trained and updated on our policies and procedures. The requirements of the company's quality system are mandatory, and all company personnel have a responsibility and obligation to it.

We are committed to:

- Establishing measurable quality and business objectives that align with the strategic direction of our practice.
- Putting in place a robust and well managed quality management system to meet the requirements of ISO9001:2015 and to meet our vision Accuracy Realises Excellence.
- Regularly monitoring and reviewing the effectiveness of our quality management system, internal processes and procedures to ensure compliance.
- Actively seeking client feedback to maintain our high levels of repeat business and long term client relationships.
- Ensuring our business recruits the right talent and that we invest in and train our people to maintain the consistent high level of competence expected by our clients.
- Regularly reviewing our selected sub-consultants and suppliers so that they are compliant with our own QMS standards.
- Ensuring all employees, sub-consultants and suppliers are aware of our quality management policy for effective implementation of our QMS.
- Providing a working environment that protects the health and wellbeing of our employees.
- We assess climate change as a relevant issue to our business and as a ISO 14001 certified company we undertake an annual carbon reduction study.
- Analysing the cause of non-compliance or complaints so that we protect our business from any potential financial or regulatory risk.

The directors of the company are jointly responsible for the policy in respect of the environment. The implementation of the Policy is the responsibility of Matthew Norman. He will ensure that there are adequate staff, funds and equipment to meet the requirements of both legislation and this Policy.

Signed:  Matthew Norman (Director)

For and on behalf of PinnacleESP Ltd

Date: **5 July 2025**

Expiry Date: **5 July 2026**