



1.3 QUALITY POLICY

It is the policy of **SLC** to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

SLC's Quality Manual defines the company's quality objectives and key procedures.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed regularly by Senior Management to ensure it remains appropriate and suitable to our business and is subject to both internal and external annual audits.

The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to it.

A handwritten signature in blue ink, appearing to read 'Duncan Wood-Allum', is positioned above the printed name.

Duncan Wood-Allum
21 January 2025

Quality Policy

QP – D

21 January 2025

[https://sportleisureculture.sharepoint.com/sites/slc-iso-9001/shared documents/master quality manual/qp_c signed quality policy 21jan25.docx](https://sportleisureculture.sharepoint.com/sites/slc-iso-9001/shared/documents/master%20quality%20manual/qp_c%20signed%20quality%20policy%2021jan25.docx)