



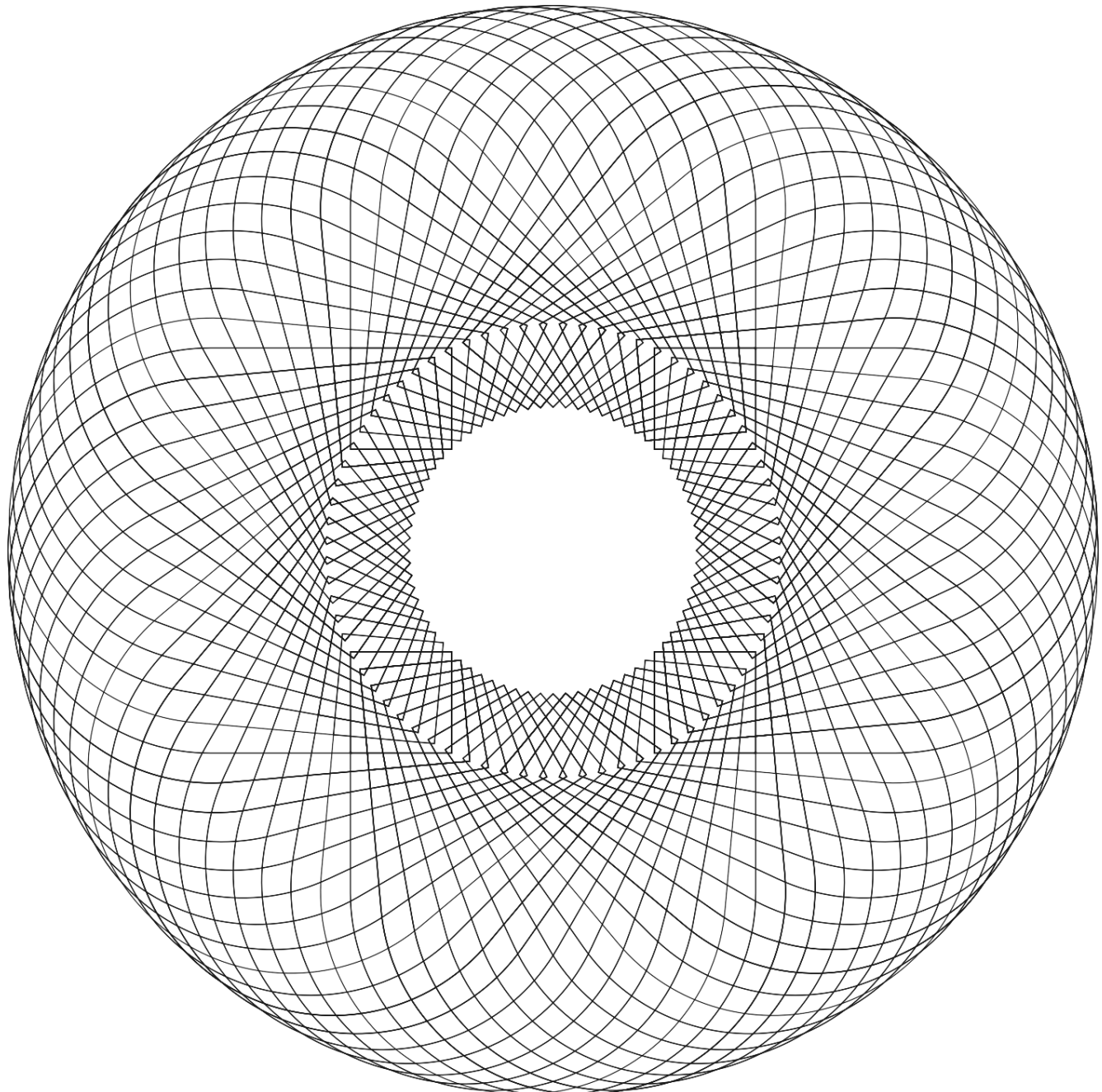
MidGroup

POL09

Quality Policy

Latest Review:
November 2021

Reviewed By:
Steven Hearn
Cliff Jones



Quality Policy

1. Statement

The management and personnel of Mid Group incorporating MID Holding Co UK Limited and Mid Contracting & Consulting Limited (hereinafter referred to as Mid Group) are committed to providing a high quality service in the area of quality management by continually improving client service, human resource management and company operations.

2. Objectives

- Total customer satisfaction, the company's primary objective, is achieved by recognising, understanding and evaluating customer needs and trying to exceed them.
- Management are committed to the efficient operation and continual improvement of performance and the quality management system. To this end quality objectives are set and measured to facilitate effective and efficient review.
- Development and training of employees is a top priority to enable high quality across organisational process. Our Human Resource Management is based on the principles of close training and supervision, excellent communication skills for all personnel and high personnel satisfaction.
- Management will provide adequate resources and training needed to continually improve the effectiveness of the Quality Management system.

3. Commitment and Implementation

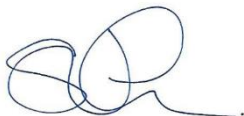
The above goals are completed by an effective and efficient company quality management system based on the requirements of ISO 9001: 2015. The Company's commitment in meeting, and exceeding, these requirements secures a prosperous future and sets a unique standard for others to follow. Management will take into consideration the views of interested parties and the effect the companies activities have upon the environment.

In fulfilling the above Quality Policy management recognise the importance of its suppliers and will work with them to improve the quality of their services.

The success of this policy is monitored, controlled and improved through elements of this Quality System such as internal audits, management reviews, corrective / preventive actions and training.

Each employee will be made aware of the importance and contents of this quality policy and be encouraged to contribute to the success of the quality management system. The Company's goals and commitment in meeting the requirements of ISO 9001: 2015 will secure a prosperous future and set a unique standard for others to follow. This policy is available to all interested parties upon request.

Signed:



Mr Steven Hearn
CEO of Mid Group

MONITORING AND REVIEW

We will establish appropriate information and monitoring systems to assist the effective implementation of our Quality Policy. The effectiveness of the Quality Policy will be reviewed regularly (at least annually) and action taken as necessary.

DATE OF REVIEW	REVIEWED BY	BRIEF DESCRIPTION OF CHANGES	REVIEW DATE
March 2018	Steven Hearn	Policy to support current legislation	March 2019
October 2020	Cliff Jones / Elizabeth Murray / Steven Hearn	Policy to support current legislation and appropriate amendments to ensure up-to-date following new CEO	OCT2021
November 2021	Cliff Jones / Steven Hearn / Elizabeth Murray	Formatting update and annual review	November 2022

Mid Group is the trading name of - Mid Holding Co UK LTD
and its subsidiaries:

Mid Group Services Ltd
Mid Group West Ltd
Sterling MEP Ltd

Mid Contracting & Consulting Ltd
Sterling BIM Ltd

Mid Group South Ltd
Sterling Living Ltd