

The Directors, Management and Personnel of Richardson are committed to the focus on our customers through the provision of a high-quality service by continuously raising our customer service and the quality of our overall business operation through the operation and continuing development and improvement of our quality management system, in compliance with the requirements of ISO9001:2015.

Part of the commitment - by our 'Top management' i.e. our Managing Director, supported by the Board and the Management Team - is to provide leadership to, training and development of our employees so that they are able to contribute to meeting and exceeding our primary objective.

Our human resource management approach is based on the principles of close training and supervision, the development of excellent communication skills throughout our whole team and to provide a sense of job satisfaction to everyone involved with our business. Top management will provide adequate resources to enable the business to meet the requirements of this policy.

Business objectives – including those specific to quality assurance and to health, safety and the environment and our general objective to identify and comply with all applicable legal and regulatory requirements are needed to support the drive for improvement, so that our performance in meeting those objectives will be set and monitored as part of the Management Review process. That process will also monitor the overall performance of our management systems and will set new objectives and targets when appropriate to further our improvement program.

The nature of our business is sometimes such that our decisions or actions can impact on local and wider communities. We therefore give consideration to the views and concerns of the interested parties in relation to the environment, safety and health of all concerned.

In fulfilling this policy, the company recognizes the importance of external providers and will work with them to improve the quality of their services and products supplied to us. Each employee / worker will be made aware of the importance and contents of this policy and be encouraged to contribute to the success of the business through its management systems.

This policy and all others that support it will be reviewed at least annually and at any other time as circumstances, requirements and needs dictate and will accordingly be subject to change and re-dissemination.

*Simon Wright*

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