

## Quality Policy

FGS Agri and FGS Organics' purpose is to provide quality services and products that exceed the requirements of its customers and other interested parties at all times. The organisation operates a Quality Management System that is compliant with requirements of the ISO 9001:2015 International Standard. The Policy is applicable to all services and products supplied by the organisation including the provision of the following services and products:

- Agricultural contracting
- Facilities management
- Waste & material recycling & management
- Plant & equipment hire
- Haulage, storage & distribution of materials
- Provision & supply of hay & straw.
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FGS Agri and FGS Organics consider internal and external issues, risks and opportunities that may affect the conformity of services and products and the ability of the Quality Management System to achieve its intended outcomes. These are reviewed through the Quality Management System and management review process.

### **The organisation's top management is committed to:**

1. Roles, responsibilities and authorities are defined within the RACI Matrix (FGSGROUP-QUL-RAC-003).
2. Ensuring sufficient and adequate resources to deliver services and products that meet customer and other interested parties' requirements and the requirements of the Quality Management System.
3. Development, implementation and continual improvement of the Quality Management System and its requirements.
4. A register of applicable legislation, permits and obligations is maintained and reviewed in accordance with the Legislation Review Procedure (FGSGROUP-QUL-PRO-012)
5. Compliance with requirements and increasing the effectiveness of the Quality Management System and its processes.
6. Ensuring that needs and expectations of interested parties are determined and satisfactorily met and achieved.

7. Setting measurable objectives that ensure the delivery and improvement of services and products to customer and other interested parties' requirements, is achieved, or exceeded at all levels of the organisation.
8. Monitoring and measurement of our process outputs to ensure objectives have been met and implement improvements where appropriate.
9. Communicate throughout the organisation the importance of meeting the needs and expectations of interested parties.
10. The continual enhancement of customer and other interested parties' satisfaction through effective application of the Quality Management System and continual improvement of processes.
11. Ensuring planned management reviews to verify the continued suitability, adequacy and effectiveness of the Quality Policy and the Quality Management System and its continued alignment with the organisation's strategic direction.

All employees of the organisation understand the requirements of this Quality Policy and the Quality Management System. This policy is reviewed in accordance with the Document Control Procedure (FGSGROUP-QUL-PRO-001) or following significant organisational, operational or legislative change.

Approval:	
<b>Signed:</b>	<b>Date:</b> 13/01/2026
	
<b>Name:</b>	Trevor Heathcote
<b>Position:</b>	Chairman <b>Review date:</b> 31/01/2027