



Quality Policy Statement

Quality in everything we do is integral to all our working practices. It is critical to the success of our business and our long term sustainability and profitability.

EMPLOYEES

We value the contribution of every employee. We will always treat employees with dignity and respect and foster a positive and cooperative workplace in which everyone can learn and grow.

We will maintain a safe working environment complying with all statutory, regulatory, corporate and customer requirements.

CUSTOMERS

We depend on our customers and we are committed to providing them with efficient service and high quality products that always meet or exceed their needs.

LEADERSHIP

- The Company's management team is committed to showing leadership and bearing responsibility for creating, implementing and maintaining the Quality Management System.
- We undertake to ensure sufficient resources are made available within the Company to achieve this. We further undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the Organisation.
- With effective leadership and support, every employee will have a proper understanding of the importance of the Quality System, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Company.
- Every employee is responsible for, and will be fully trained to perform the duties required by his or her specific role.

CONTINUOUS IMPROVEMENT

Promote the continual improvement in the effectiveness of our service by undertaking appropriate assurance activity, monitoring performance, and capturing, investing in and acting on lessons learned. Clear Quality objectives, in accordance with the framework laid down within **ISO 9001:2015** provide a fundamental basis for all our processes and activities.

EVIDENCE BASED DECISIONS AND PROBLEM SOLVING

We will measure the performance of our processes and activities to provide data to support positive decisions on how to fix problems and improve our processes.

ENVIRONMENT

We will strive to prevent pollution and conserve natural resources, adopting the three principles: REDUCE, RE-USE, RECYCLE.

Reviewed: September 2022

This policy will be reviewed on a regular basis to evaluate continued relevance and to monitor compliance.