

QUALITY POLICY STATEMENT

Commitment to quality

We believe that providing quality products and services to our customers is a critical component in ensuring the success of our business. We define our continuing commitment to quality with these seven key statements.

1. Customer focus

We are committed to supplying our customers with the highest quality products and offering a world class service provision. Our aim is to surpass our customers' expectations and requirements. We will achieve this by continually identifying our customers changing needs so that we can adapt our strategic direction accordingly.

2. Leadership

The senior management team lead by example. Their commitment to excellence includes all statutory, legislative and contractual requirements. They are fully involved with the business strategic direction on a day-to-day basis, ensuring that all employees are fully involved with the quality objectives.

3. Competency of all employees

We are committed to the recruitment and retention of the highest calibre and most competent personnel. They are the most important resource to the business and as such, we encourage and welcome their involvement in the operational aspect of the business. We will develop their abilities through our training and mentoring programmes.

4. Planned process approach

Our documented processes are part of our Quality Management System (QMS), which meet the requirements of BS EN 9001:2015 standard. Our planned processes

aim to deliver our products and services in a manner that is expected of us from our customers.

5. Continual improvement

Through our QMS, we are committed to the improvement of the supply of products and services wherever any opportunity arises. We have clear quality objectives and continually monitor and review our planned processes.

6. Relationship management

We will continually strive to forge stronger relationships with our customers, suppliers, interested parties, regulatory bodies and our employees. This is achieved by creating an environment of mutual respect and ensuring clear line communication between all parties.

7. Certification

Our QMS certification is externally audited by BSI Group Ltd. We have been certified as meeting the requirements of BS EN 9001:2015.