



Quality Policy

We believe the success of both our customers and business is dependent on ensuring that our products and services are delivered safely, on budget, on time, in full, and to the right quality, whilst meeting or exceeding our customer expectations.

As a result of this philosophy we are committed to continually developing and improving our product portfolio quality performance and reducing environmental impact, based on your requirements, and appropriate legal or regulatory demands.

In support of this policy we shall:-

Maintain effective management systems in compliance with or in transition to:

- Health and Safety management
- BS EN ISO9001:2015 and ISO14001:2015
- Appropriate Industry sector requirements

Strive to Continually Improve through:

- Listening to our customers, understanding their requirement through effective communication and feedback processes.
- Employing suitably qualified and competent personnel and encouraging development.
- Identifying, managing and planning of resources to ensure efficient and effective operation of processes and realisation of products and services.
- Planning review of policies, systems, resources and processes.
- Establishing use and review of business and performance metrics, goals and improvement activities
- Encouraging participation by all in the improvement of the company's processes and through identification of risks and opportunities, with suitable feedback and identification and eradication of areas of weaknesses.

A handwritten signature in black ink, appearing to read 'Mark Crocker', with a long horizontal stroke extending to the right.

Mark Crocker
Managing Director

Date 28/2/2020