

Our policy is to provide high quality products and a professional and efficient service to ensure customer satisfaction as well as statutory and regulatory compliance. This will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the organisation.

The management team will show leadership and commitment and bear the responsibility for establishing, implementing, integrating and maintaining the quality management system in a commitment to satisfy the requirements of the international standard ISO 9001:2015.

We are committed to ensuring sufficient resources are made available to achieve this and ensure through communication, engagement, practical example and training that quality is the aim of all members of the organisation.

Through direction and support, each employee will have a proper understanding of the importance of the quality management system, their responsibility in contributing to its effectiveness and its direct relevance to the success of the organisation.

Equally every employee is responsible for and will be trained to perform the duties required by their specific role within the organisation.

The organisation has a policy of promoting continual improvement and setting of quality objectives in line with the framework laid down within the ISO 9001:2015 standard. These objectives will address the risks and opportunities within the organisation as determined by senior management.

The quality policy, quality management system manual and operating procedures manual accurately describe the quality management system in use within the organisation to meet the requirements of the international standard ISO 9001:2015 and with BS EN 771-3: 2011+A1:2015.

The quality management system will be monitored, measured, evaluated and enhanced regularly under senior management responsibility, with regular reporting and communication of the status and effectiveness at all levels.

Operational controls, together with objectives, targets and programmes have been established to support this commitment.

This policy is communicated internally to all staff and externally as required.

Signed:..... *GAJ de Lotbiniere* Date:..... *1/10/19*

GAJ de Lotbiniere, Chairman

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