

Quality Policy

At EPPH Ltd we aim to provide an outstanding service and product quality exceeding our customers' requirements and expectations.

EPPH Ltd recognises the importance that quality assurance has to the future of our business.

We aim to achieve the above by implementing a management system that complies with the international standard of good practice BS EN ISO 9001. This includes a commitment to meet the requirements of our customers, as well as legal and regulatory requirements.

We also aim to work towards the continual development of the system, helping to ensure it remains effective.

The aim of quality management system is to ensure that we deliver a quality service to maintain excellent customer relations and are committed to:

- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work I carried out consistently to a defined standard which is communicated to our employees and companies that work for, or with us.
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in all quality improvements
- We strive to continuously improve our systems and procedures
- We only use services that met our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period From the smallest procedure to the largest contract, quality is our passport to customer satisfaction and to our future business.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manger is responsible for monitoring the quality policy, standards and reports regularly to the Managing Director on the system's implementation, status and effectiveness.

Signed:

A handwritten signature in black ink, appearing to read 'Ivan Patten', written over a faint circular stamp.

Ivan Patten

Managing Director

Date: 09/01/2024

