

It is the policy of this Company to provide a service and supply products that meet all of the agreed requirements of our customers.

This commitment relates to all company activities and can be summarised as the following.

#### **Compliance System Goals**

- ***To Establish, implement and operate a Management System, which is effective and in compliance with ISO 9001:2015.***
- ***To become the market's preferred supplier by ensuring customer satisfaction through continuous and never-ending improvement.***
- ***Develop and build our reputation for value, trust and service excellence.***
- ***Maximise profitability by harnessing resources with employee capability.***
- ***Professionally Manage Company finances.***
- ***Continuously improve across all aspects of the company by developing, monitoring and reviewing measurable risk-based objectives.***
- ***Provide sufficient resources to maintain Legal and statutory compliance.***

This Policy is channelled through the Management System. To ensure that it is fully implemented, monitored and improved it is co-ordinated by a Management Team headed by a Senior Management Representative. The Management Representative has full authority to maintain the system in accordance with the Company's Policy and Procedures.

This statement represents the commitment of the Management and work force to the Policy. Awareness of this Policy is established during the relevant phases of Company training.



**Gareth Hughes, Managing Director**