

2 QUALITY POLICY

The Company are committed to satisfying the requirements of our stakeholders by managing the business in accordance with the principles set out below:

- *Provide products that are delivered to customers' specific requirements;*
- *Maintain qualified, competent, efficient, friendly and courteous management and workforce;*
- *Provide products that are competitively priced and are accompanied by fair, sensible and practical terms and conditions;*
- *Ensure that response to enquiries is prompt and that quotations accurately reflect customers' specific requirements;*
- *Ensure purchasing terms and conditions are clear, concise, reasonable and consider the needs of our suppliers and subcontractors.*
- *Ensure that all documents are concise, comprehensive and user friendly;*
- *Comply with national/international standards, statutory and regulatory requirements in terms of our business activities for quality, health and safety aspects and environmental awareness;*
- *Ensure suppliers of products and/or services are aware of their obligations in terms of quality of supply, the effect of their product / services on the health and safety of our employees, customers and others and the environment;*
- *Manage the business in accordance with documented systems and procedures, which meet the requirements of BS EN ISO9001: 2008, best industry practice and company instructions and guidelines;*
- *Adopt an approach to the operating systems, processes and activities which focuses on preventing the occurrence of problems, deficiencies and nonconformance's;*
- *Maintain a prestigious Company image;*
- *Generate profits to facilitate company expansion and ensure the sustained existence of the Company;*
- *Provide a working environment, which is stable and secure, pleasant and enjoyable to work in, clean and friendly and focuses on the principles of team working;*
- *Provide employment for local peoples and suppliers wherever practically possible;*
- *Operate an ethnic and equal opportunities policy across the company;*
- *Ensure good communications are maintained with all company stakeholders;*
- *Ensure our activities consider the needs and expectations of our neighbours;*
- *Measure, monitor and continuously improve the performance of the business;*
- *Develop realistic objectives which reflect this policy and the needs of the Company;*
- *Communicate this policy to all levels and then review it on an annual basis.*

NB A signed copy of this policy has been communicated across the company