

Quality Policy

Our quality policy is to achieve a sustained growth by providing products and services that consistently satisfy and exceed the needs and expectations of our customers.

This level of quality is achieved through adoption of a quality management system which satisfies the requirements of ISO 9001:2015 and demonstrates the competence of the company to existing customers, potential customers and independent auditing authorities.

The quality management system is a commitment to:

- Maintain an environment that supports the delivery of quality products and services.
- Endeavour, at all times, to maximise customer satisfaction with the products and services provided by our company.
- Set meaningful quality objectives and ensure they are regularly reviewed by senior management.
- Communicate the quality policy and quality objectives to stakeholders.
- Undertake the training, provide resources, and use support as needed to supply quality products and services to all customers.
- Ensure compliance with all relevant legal, regulatory and safety requirements.

This policy will be implemented through the formal quality management system. The system will be regularly audited and reviewed to ensure its ongoing suitability, adequacy and effectiveness. These actions will be used to identify improvement opportunities.

Sharon Bastable & Karl Hunt

Directors

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Revision history:

Issue	Date	Reason for revision
1	13/05/2021	First issue
1.1	13/06/2024	Updated to new Directors info
1.2	19/05/2025	Logo updated