

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

Our commitment relates to all company activities and personnel and is summarised as follows.

## Business System Goals

- ***To Establish, implement and operate a Management System, which is effective and in Quality with ISO 9001:2015.***
- ***Continuously improve and develop across all aspects of the company by, monitoring and reviewing measurable risk-based objectives.***
- ***Maintain and build our reputation for value, trust and service excellence.***
- ***Control costs and improve efficiency throughout the organisation.***
- ***Meet and exceed the needs of all our customers, staff, suppliers and all other relevant interested parties.***
- ***Sustain legal and statutory Quality through the provision of sufficient resources.***
- ***Periodically review and revise this policy to ensure it remains appropriate.***

This Policy is communicated through the Business Management System to ensure that it is fully implemented, monitored and improved by all levels of our organisation.



**Paul McDonnell**  
**Managing Director**



**Darren Griffiths**  
**Operations Director**