

# Quality Policy

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## Our Vision

To deliver the highest quality, value and service to our customers.

## We Believe

- A customer-led approach will be the foundation to our success.
- Trust of our brand depends wholly on the quality and reliability of our processes, products and services.
- Leadership and engagement of our people will drive a quality mindset.
- Our people value a business that stands for excellence and getting it right first time.
- We all have a role to play in delivering quality product, service and experiences to our stakeholders

## We will achieve this by

- Being customer leading and sustaining long term strategic partnerships.
- Being service and quality driven to create value and meet the needs of our customers.
- Developing robust internal systems to meet business, industry and regulatory requirements.
- Ensuring products are designed, developed, manufactured and supplied meeting all relevant business, client, regulatory and legal requirements.
- Integrating quality into all roles, responsibilities and business processes.
- Analysing and monitoring performance with an aim for continuous improvement.
- Fostering clear, open, honest and quality communication between staff, teams, customers, suppliers and the public.
- Considering the needs of all stakeholders including employees, customers, owners, suppliers, local communities and society.
- Benchmarking against industry standards whilst always looking for innovations and improvements globally.
- Providing training, support and resources to ensure employees reach their full potential.



**ANDREW MOSS**  
CEO



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GENERAL MANAGER