

Quality Policy

We are committed to delivering high-quality products and services that meet or exceed our customers' expectations, are fit for purpose, and are competitively priced.

We actively engage with our customers to understand their needs, and we provide ongoing technical support and after-sales service to ensure satisfaction throughout the product lifecycle.

Our approach to quality is based on the following principles:

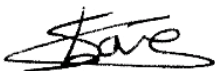
- **Customer focus:** Understanding and meeting the needs of our clients
- **Leadership:** Providing direction and support for a quality-focused culture
- **Engagement:** Involving employees and stakeholders at all levels
- **Process approach:** Managing activities and resources effectively
- **Improvement:** Continually enhancing our systems, products, and services
- **Evidence-based decision-making:** Using data to drive performance
- **Relationship management:** Building partnerships with suppliers and stakeholders

We maintain a Quality Management System aligned with ISO 9001:2015, and we ensure:

- Compliance with all applicable legal, regulatory, and customer requirements
- Regular review of quality objectives and performance metrics
- Ongoing risk assessment and mitigation to improve outcomes

This policy is communicated, understood, and applied at all levels of the organisation and is made available to relevant interested parties.

We are committed to continual improvement, and this policy is reviewed annually as part of our management review process.



Sally Love
UK Group Manager

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