

# POLICIES

## QUALITY STATEMENT



The key goal of everyone at Commercial Group is to be aware of and actively committed to achieving the requirements of all our customers. The achievement of this key goal is supported and measured by a number of key quality objectives agreed and monitored by the Management Review Meeting and by additional Divisional key performance indicators.

In order to ensure continued customer confidence in our products and service, which is so necessary to the development of the business, the company is operating a Quality Management System (QMS) that satisfies all the requirements of BS EN ISO 9001:2015.

Our quality assurance philosophy: This quality policy, and associated procedures and processes, requires all employees to contribute to the effective implementation of the Quality Management System, in their daily activities, so that all products and services have the quality and reliability to perform to the customer's satisfaction.

Adherence to this policy and the QMS involves every aspect of the Company's business and all of its employees and this commitment to quality and service excellence is an ongoing process of improving and refining all functions affecting quality.

The Group is committed to the continuous improvement of the Quality Management System and will ensure that all personnel are fully conversant with the Company Quality Policy, associated policies and procedures, and any changes thereto, through both induction training and internal communication mechanisms.

On-going compliance with this policy and the implementation of the QMS policies and procedures is monitored on a regular basis, as part of the Internal Audit process. A central Improvement Log and associated audit trails will be maintained for all improvement actions. External audits are conducted by BSI Group, our UKAS-accredited certification body.

This Quality Manual and the associated quality policies and procedures are approved by the Business Management Forum as the authoritative documents to be implemented by all members of the Group.

Unauthorised deviation, deliberate breach or circumvention of this Quality Policy, or of any of the QMS policies and procedures may result in disciplinary action.

This company undertakes to supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, this company will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request.

# POLICIES

## QUALITY STATEMENT



Where products are sourced from external organisations which hold technical files relating to the products being offered, this company will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced.

Where services are provided related to safety equipment sourced from external organisations, this company will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.

A handwritten signature in black ink, appearing to read "Arthur Hindmarch". The signature is written in a cursive style with some loops and flourishes.

Chairman  
Date: 16<sup>th</sup> January 2024