



## QUALITY POLICY STATEMENT

**We shall provide competitive products and services that consistently meet customer requirements and comply fully with all applicable technical specifications. We shall seek to continually improve our organisational performance, efficiency and effectiveness.**

This policy shall be reviewed by senior management for continuing suitability and in its support we shall:

### **1. Care for our Customers**

- Listen and respond to market feedback and seek to anticipate future requirements.
- Provide timely and comprehensive technical service in support of our products.
- Provide comprehensive technical and safety information in support of our products.
- Deliver a competitive and cost-effective product, to the right place, at the agreed time.

### **2. Consistent Quality in Manufacture and Service**

- Operate quality management systems conforming to the requirements of International Standards of ISO9001:2008.
- Seek to continually improve management system effectiveness.
- Set defined quality objectives/targets and formally review their validity on an on-going basis.

### **3. Involve Employees**

- Promote this policy and ensure it is understood via a training programme that incorporates quality awareness and the role of the individual.
- Establish effective two way communication with employees to encourage the exchange of ideas and information and to progress potential improvements.

**PIOTR RUSECKI**  
**CHIEF EXECUTIVE OFFICER**

Date: 01.09.2014  
Rev-02

A handwritten signature in blue ink, appearing to read "Piotr Rusecki", written over the printed name and title.