

Quality Policy

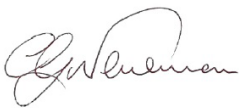
The Quality Policy serves several purposes:

1. To help the company exceed the expectations and requirements of our customers, supplier and employees alike.
2. To provide an overriding framework that guides the company during both its day to day operations and its longer term strategic decision-making process.
3. Support each individual part of the company as it strives to exceed the company's quality objectives.
4. To provide a framework for the Quality Objectives.

The key attributes of the Quality Policy are:

1. A recognition that the Quality Management system is dynamic as it guides the company towards continual improvement as the demands and expectations of our customers, suppliers and employees change.
2. That our individual employees demonstrate and excellent knowledges of the products we manufacture and sell, the markets we serve and the context in which our products are used within those markets.
3. That our employees demonstrate and integrity and dedication in all that we do with mutual respect between themselves and absolute respect towards our customers and suppliers.
4. Approach each and every task with a 'can do' determination to excel; to go that extra mile in our efforts to please our customers and suppliers.
5. That we sustain, promote and enhance the understanding within the company of the Quality Management System and its role in delivering on the needs and expectations of our principle business partners
6. The creation of an atmosphere within which individuals, whether internal or external, can bring weaknesses and opportunities for improvement to the attention of senior managers such that improvements can be developed and introduced.
7. An environment of regular training as the company addresses its desire for continual improvement.
8. That the in-house developed ERP system, Omnis, is used as a tool of control as well as the vehicle through which the daily business is transacted.

This updated policy has been re-affirmed by the Board of Directors, January 2024.



Paul Newman
Managing Director



Vicky Mellor - Director

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Charcroft - Challenge Accepted

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