

GEORGE ROBERTS (NORTH WEST) LTD - QUALITY POLICY

George Roberts (North West) Ltd has total commitment to a Quality Management System which forms the framework for all Company activities and processes. The Quality Management System will enable us to continually improve customer satisfaction, quality and business performance throughout our organisation.

Specifically, George Roberts (North West) Ltd has a responsibility to:

- Comply with BS EN ISO 9001:2015, external standard approvals and customer requirements, and to continually review and improve the effectiveness of the Quality Management System and quality objectives.
- Create an organisational structure that promotes a culture which supports quality.
- Provide appropriate training and guidance to empower employees to meet quality objectives and provide the necessary resource to allow compliance with the Quality Management System.
- Establish a framework within the organisation to enable constant review of our quality objectives and actively encourage the involvement of employees in developing the Quality Management System.

The Chairman and Directors of George Roberts (North West) Ltd is responsible for the development and implementation of this policy, ensuring that quality objectives are met with the continuing involvement of all employees.

In return, employees have a duty to:

- Recognise that quality is the responsibility of all employees.
- Comply with the requirements of the Quality Management System.

This policy will be communicated to all employees and other relevant interested parties as appropriate and will be reviewed periodically to ensure its continuing suitability.

George Roberts
Chairman

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