



Quality Policy Statement

BioClad Ltd is committed to ensuring its products and services fully meet the requirements and expectations of our customers and interested parties. We aim to provide a high level of workmanship and quality for our work and products at all times.

To help us achieve this, and to deliver high levels of customer satisfaction, we operate a Quality Management System (QMS) which is certified to ISO 9001:2015 standard.

We are committed to:

- Ensuring customer and applicable statutory and regulatory requirements are fully determined, understood and consistently met.
- Continual improvement of our QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- Ensuring Customers receive prompt and accurate deliveries.
- Only supplying products of good quality and of a type which meets customers' needs
- Ensuring Staff have a good knowledge of, and are able to provide sound technical advice on, the products supplied for installation.
- Ensuring all installation are conducted with speed and efficiently by suitably competent persons.

We shall:

- Take accountability for the effectiveness of the QMS and ensure it is appropriate to the purpose and context of the organisation and that it supports its strategic direction.
- Ensure customer and applicable statutory and regulatory requirements are fully determined, understood and consistently met.
- Ensure adequate and sufficient resources needed for the QMS are available.
- Promote the use of a process approach and risk-based thinking.
- Ensure measurable objectives underpin the high-level statement within this policy.
- Ensure commitment to continual improvement of the QMS.
- Ensure this policy is communicated, understood and applied by all employees and sub-contractors acting on behalf of our company.
- Ensuring the QMS achieves its intended results.
- Engage, direct, develop and support persons to contribute to the effectiveness of the QMS.
- Work with suppliers and clients to establish and maintain the highest quality standards.

As a minimum, this Quality Policy will be reviewed on an annual basis or if there is significant change. This Policy is available to Interested Parties on request.

Signed

A handwritten signature in black ink, appearing to read "L M Kenzie".

L M Kenzie Managing Director

March 2020