

Business Policy

We're committed to providing a consistently high-quality service to our customers with these principal aims:

- Supplying our customers with high-quality products that conform to agreed order requirements.
- Continually improving the performance of our Business System, product quality and the Company's reputation.
- Meeting statutory and regulatory requirements relating to our products and services.
- Committing to increasing levels of customer satisfaction, retention, and sales growth.
- Communicating clearly with our customers and suppliers.

We do this by:

- Maintaining our standards in line with ISO9001 procedures.
- Communicating our Business Policy to all members of staff, to meet or exceed our Business System requirements.
- Leading employees and encouraging them to contribute to the Company's success by promoting improvement.
- Valuing and nurturing our employees and providing them with the necessary training and development.
- Providing the workforce with an environment that stimulates growth, teamwork, and continuous improvement.
- Ensuring our customer and supplier needs are fully understood with good communication between parties.
- Developing mutually beneficial supplier and customer relationships working in partnership with them.
- Using this policy as a basis for setting our business objectives appropriate with our medium and long-term strategy.
- Monitoring and measuring the achievement of our Business Policy and Objectives, including financial targets and the needs and expectations of our key stakeholders.
- Ensuring our Business Policy is made available to Interested Parties.