

# Business Policy

The Company's management and employees are committed to providing a consistent high-quality service; contributing to, and improving product quality, reliability, customer service and the Company's good reputation.

Our principal aim is to supply our customers with high-quality products, that conform exactly to stated or agreed specifications and order requirements, alongside statutory or regulatory requirements related to the product; with increasing levels of customer retention, and sales growth.

The achievement and internal promotion of this Business System is evidence of the determination and commitment of all members of staff to fulfil or exceed the Business System requirements, which is based on ISO 9001:2015.

Our aim is to provide the workforce with an environment that stimulates growth, teamwork and continuous improvement, whilst meeting the aspirations of the individual.

The aim of the Business System is to develop mutually beneficial supplier and customer relationships, working in partnership with them, to cost-effectively provide customer satisfaction with regards to product suitability, reliability, customer service and delivery.

The company formulates the business objectives annually, commensurate with medium and long-term strategy and ensures the routine monitoring, measurement and achievement of this business policy and objectives, including financial targets and the needs and expectations of our stakeholders during management reviews. This Business Policy is made available to Interested Parties.

Signed: *D. Yodaiken*

Daniel Yodaiken,  
Managing Director