



We have established this quality policy to be consistent with the purpose and context of our business. In addition to our commitment to satisfy customer, regulatory and legislative requirements, it provides a framework for the setting and review of objectives in support of our commitment to continual improvement.

**We will understand our customer needs and strive to exceed their expectations through continual improvement.**

**In support of this:**

- We are committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.
- We recognise that people are our key asset and that their full involvement enables their abilities to be released to the benefit of the customer and our business.
- We understand that desired results are best achieved when activities and resources are managed as interconnected processes.
- We strive for continual improvement across the business through our annual objectives.
- We aim to make business quality decisions based upon objective data or information.
- We recognise that our relationship with any external providers should be mutually beneficial, enhancing the ability of both parties to create value.
- We aim to satisfy parties interested in our activities and meet any social, environmental, regulatory and legislative responsibilities.
- We produce quality objectives which relate to this policy. They can be found in document R03 Quality Objectives.

This policy is available and communicated to all in the business as well as being made available to other interested parties as appropriate.

Authorised by:

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Date Approved: September 2021

Review Date: September 2022