Quality Policy Statement

D R Caswell Limited trading as Caswells Group and Cutlers

D R Caswell Limited provides a comprehensive range of equipment and associated services to commercial and domestic customers nationwide.

Our product range includes, but is not limited to: janitorial and cleaning products and equipment, personal hygiene equipment, PPE including footwear, tools of all types, precision, measuring and instrumentation, cutting tools and abrasives, factory and site maintenance products, welding equipment and consumables, lubrication and lubrication equipment, spill products, pneumatic and fluid handling equipment, workplace safety and storage equipment, first aid equipment, office furniture, and office consumables.

Deliveries are made either by our own transport fleet or via carriers depending on distance and product mix.

We also provide a range of associated services which include pressure testing of hoses, embroidery and printing of garments, bespoke garment manufacture, sign making, and dispenser fixing.

Using a risk-based methodology, we identify operational and process risks and establish realistic and achievable objectives. These relate, but are not limited, to our social media presence, tenders, contracts and sales processes, operational controls, and the management of resources. Supporting measurable key performance indicators assist us in continually improving our business processes. This enables us to maintain the effectiveness of our services and systems, ensuring a high standard of quality and reliability that meets or exceeds customer requirements.

D R Caswell Limited is certified to ISO 9001, the internationally recognised quality management standard. This certification demonstrates our systematic approach to ensuring quality, compliance with statutory and regulatory requirements, and our commitment to continual improvement.

We are committed to:

- Establishing and maintaining a certified Business Management System that satisfies the requirements of ISO 9001 and all applicable statutory and regulatory requirements.
- Ensuring understanding, implementation, and commitment to this policy by all personnel throughout D R Caswell Limited.
- Specifying in documented procedures and instructions the requirements to control the quality of materials and services at all necessary operational stages.
- Maintaining records as objective evidence to demonstrate compliance with quality requirements.
- Reviewing, updating, and improving the Business Management System to ensure quality requirements are met in an efficient, economical, and sustainable manner.
- Supporting our ethical and quality commitments through participation in SEDEX, EcoVadis, and adherence to the Ethical Trading Initiative (ETI) Base Code, which reinforce our responsibility for transparency, accountability, and continual improvement across our supply chain.

PPE Compliance and BSIF Registered Safety Supplier Scheme

D R Caswell Limited is a member of the British Safety Industry Federation (BSIF) and its Registered Safety Supplier Scheme (RSSS). As a distributor of personal protective equipment (PPE), and as an importer where we bring products into Great Britain directly, we act with due care to meet the obligations of economic operators under Regulation (EU) 2016/425 on personal protective equipment as incorporated into UK law. Our participation in the RSSS and its assessed Compliance Protocol forms part of our due diligence system.

As a Registered Safety Supplier, we make the following commitment:

This company undertakes to supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, this company will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request.

Where products are sourced from external organisations which hold technical files relating to the products being offered, this company will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced.

Where services are provided related to safety equipment sourced from external organisations, this company will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.

Training and Communication

We are committed to ensuring that all employees are made aware of this Quality policy and understand their role in delivering quality products and services. Where necessary, information, instruction, and training will be provided to maintain responsibilities and adherence to our quality standards, strengthening the company and its reputation for independence, reliability, and honest dealings with all stakeholders.

Accountability

Peter Caswell, Managing Director, is responsible for ensuring the implementation of this Quality policy and for making the necessary resources available to realise our commitments. Responsibility for delivering on this policy rests with employees at all levels within the organisation.

This policy is maintained as documented information, communicated throughout the organisation, made available to interested parties as appropriate, and reviewed at least annually to ensure its ongoing suitability, adequacy, and effectiveness. Performance against this policy is monitored through our Business Management System and management review process to ensure the quality of our products and services, the satisfaction of our customers, and the continual improvement of our operations.



Peter Caswell

Managing Director
Policy date: 1 September 2025
Policy re-approved: 02 November 2026