

## Quality Policy Statement

D R Caswell Limited provide a 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 & 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 either by our own transport fleet or carriers depending on distance and product mix ordered.

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

Using a risk-based methodology to identify operational and process risks we have introduced a suite of realistic and achievable objectives relating - but not limited to - our social media presence, tenders, contracts and sales processes, and our operational controls and the management of our resources, with supporting measurable key performance indicators to assist us in the continual improvement of our business processes. This enables us to continually improve the effectiveness of our services and systems and maintain a high standard of quality and reliability that satisfies, as a minimum, our customer's specified requirements. In doing so we shall:-

- establish and maintain a Business Management System which will satisfy as a minimum the requirements of ISO 9001, and other applicable statutory / regulatory requirements.
- ensure understanding, implementation, maintenance, and commitment to this Policy by all personnel throughout the company.
- specify in documented procedures and instructions the requirements to control the quality of materials and services at all necessary operational stages.
- maintain records as objective evidence to show compliance with quality requirements.
- review, update, and improve the Business Management System to ensure that quality requirements are met in an efficient and economical manner.

All employees shall be made aware of this policy. Where necessary, information, instruction, and training shall be provided to ensure their responsibilities are clearly communicated and understood.

This policy shall be maintained as documented information, shall be communicated within the organisation, shall be available to interested parties as appropriate, and regularly reviewed.

*P. Caswell*

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Managing Director

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