

The scope of our management system is the manufacture, supply and servicing of lifting equipment, wire rope products and the provision of associated training. Statutory inspection and servicing of lifting, handling and safety equipment contained and used in wind turbines. The manufacture and supply of vehicle safety harnesses, cargo control equipment and associated products. We are committed to providing these products and services such that we meet the needs and expectations of our customers in every way. This includes a genuine commitment to comply with all customer specifications, internal procedures and statutory and regulatory requirements that apply under UK and European law. We will honour this commitment by: -

- Providing our team with adequate knowledge and resources to achieve our objectives.
- Organising our quality system so that the responsibilities for all our employees are clearly defined in their job descriptions and those procedures that support this policy.

Via the knowledge and resources provided, the management team are committed to continually improving quality performance by ensuring that: -


- Customer requirements are established and understood. This includes any requirements that may not be stated by the Customer but that may be necessary for the specified or intended use where known, any statutory and regulatory requirements applicable to the product and any other requirements considered necessary by Certex UK.
- Measurable Quality Objectives are established during the Management Review Meetings for relevant functions within the organisation to ensure that customer requirements are met.
- Performance against these objectives is measured by the use of key performance indicators (KPIs) and the information used as a tool to identify opportunities for improvement.
- Incidents of non-conformance are investigated and corrected at source to prevent reoccurrence
- Employees understand their responsibilities by providing an established quality system, supporting procedures, and the appropriate training.
- The system is reviewed on a regular basis to ensure that it is effective and fulfils the company's business needs.

In pursuing this objective, it is also recognised that the quality of raw materials is of great importance. We therefore expect and insist on the same commitment to high quality standards from our suppliers.

Quality is all about people and teamwork. All our employees are responsible for ensuring that procedures in their area of work are followed, and, that the quality of their work is to the highest standard. They also have a legal duty to ensure that they comply with all statutory and regulatory requirements that apply under UK and European law.

This policy is communicated to all our employees, contractors and any interested parties via company noticeboards and the intranet. It will be also be made available to any interested parties and/or the public on request.

No changes may be made to this policy without prior written authorisation from the HSEQ Manager as part of our change management process.

	Signature	Position	Issue Date
Reviewed & Approved By:		Managing Director	19/11/2021