



## Quality Policy

EPSCO intends to develop our operations internationally into Europe, Asia and the North American market; Progressing our drive to maintain our position as the benchmark standard in our specialist field. We will achieve this by continually striving to further develop our processes and maintain our reputation for exacting standards with exceptionally high customer service and satisfaction. Placing additional focus on improvements on Staff retention and pollution prevention via more environmentally friendly products and environmental performance improvements (through water savings). We will strive to meet and exceed customer expectations through adherence to, and continuous improvement of, our Quality Management System.

The following Quality Policy has been developed by EPSCO Limited to outline our total commitment towards delivery of quality product and services to our clients, adhering too and delivering in line with industry standards and best practise.

To achieve this, we will develop and focus on a range of Quality Products, being used by Quality People whilst adhering to Quality Processes. To ensure continuing suitability, this Quality Policy and related policies are to be reviewed annually and effectively communicated by EPSCO Management.

The key elements of the Quality Policy are:

- Invoking the ethos of 'customer first' and 'quality is king' to all EPSCO employees, including management - ensuring that they are committed to the standards of the service we want to provide.
- Adopting the principle of continual improvement to ensure that all aspects of the company business move and evolve to comply with the ever-changing demands of both customer and legislation.
- Striving for a defect free product and delivery of service.
- Ensuring that things happen at the right time in the right place to the right order.
- Ensuring that a high-class service is provided to our customer and delivered offering real value for money.
- Striving to ensure quality is not only customer and business focussed but also focuses on positive environmental changes.
- Ensuring our policy is adopted by top management and implementation is reviewed, annually or when other relevant changes occur.

EPSCO Management is totally committed to delivering a flawless level of customer service and associated support, ensuring that the customer is placed first in everything that we undertake.

To ensure that we achieve this level of service, EPSCO Management has developed a culture statement with supporting core values, and a collection of measurable objectives and targets.

Signed:

Review Date:

28/05/2018

Stuart Smith  
General Manager  
EPSCO Ltd