



### Quality Policy Statement

H Roberts & Sons (DI) Limited are dedicated to the principle of never-ending continual improvements in our products and service quality and customer satisfaction. Our principal aim is to always supply our customers, high quality services that meet or exceed stated or agreed customer requirements and expectations.

We have established and implemented a quality management system where we are committed to:

- Continual improvement of our organisation.
- Continual improvement of our quality management system.
- Meet all applicable requirements.

Maintenance of quality is essential during any of our business practices and must not be compromised. At all times, management, employees and any contractors are responsible to comply with the quality management system. Interested parties are encouraged to provide suggestions and constructive criticism to improve our policies, processes and procedures.

Customers are key sources of feedback related to our services and after sales service. This feedback is openly welcomed as it forms an important basis of continual improvement.

This policy is made available to interested parties upon request.

To achieve the aim of this policy, Quality Objectives are established and monitored.

**Approved by: Mr Wayne Stone, Managing Director**

Signature:

Date: January 2021

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