

It is the policy of Survitec Group Ltd to regard customers as the focus around which all our business activities revolve. Our main objective is to satisfy and indeed exceed customers' needs and expectations in terms of Safety, Reliability, Quality and Service.

Our Management System is designed to ensure that each process and procedure is carried out in such a way that both customer specifications and current relevant legislation are adhered to. All company employees are expected to comply with this policy and are provided with the resources required to work safely, competently and accurately.

Overall responsibility lies with the Chief Executive Officer; however, the Senior Management Team, managers and employees share the responsibility for quality on a day-to-day basis; therefore, quality awareness is vigorously promoted in all areas of the business, from the receipt of an enquiry to the provision of services or the completion and dispatch of a customer order.

The Senior Management team ensures continuous quality improvements are met through regular meetings, internal audits, supplier audits and providing necessary resources to adhere to all policies and procedures.

Evidenced based decision making will allow informed business decisions using the analysis of company data.

It is the intention of Survitec Group Ltd

- Senior Management will provide direction for the business by establishing clear objectives that serve to fulfill business goals
- Survitec business will be conducted through a structured 'process approach' and 'customer centric' based management system and will ensure all members of the organisation work to the requirements of this system
- Commitment to the enhancement of the management systems effectiveness to promote continuous improvement at all levels and identify opportunities for improvement
- Relationships with Interested Parties are developed and maintained to enable the feedback and mechanism for change required to improve product quality and service provision
- Development of the business through the involvement of all members of the organisation, utilising their knowledge and experience
- Promotion of a Just and Fair Culture is fostered throughout the business

It shall be the duty of each member of the organisation to ensure: -

- Procedures are implemented, adhered to and are continually improved
- They embrace training opportunities on quality issues
- They recognise their role in the pursuance of the desired product quality and service standards
- They co-operate with all requirements of the Quality Management System



Robert Kledal
Chief Executive Officer