

## Quality Policy

The Board of Walstead United Kingdom, together with everyone associated with it is committed to achieving and maintaining the highest standards of products and seeks to meet all customer requirements. It is committed to always delivering a high standard of service to all customers. The requirements of this system are considered mandatory on all employees, and this policy is communicated to all employees.

The Directors of the company recognise their responsibility for managing quality within the company's activities and have established a Quality Management System which complies with the requirements of BS EN ISO 9001:2015.

The Key Principles of Walstead United Kingdom are:

**Customer Focus** – We have made a commitment to understand our current and future client's needs, meet their requirements and strive to exceed those expectations.

**Leadership** – Top Management are committed to creating and maintaining a working environment where people become fully involved in achieving our objectives.

**Engagement of people** – We recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.

**Process approach** – We understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

**Improvement** – We are committed to achieving continual improvement across all aspects of our Quality Management System, this is an annual objective.

**Evidence Decision Making** – Decisions made relating to our quality system follow analysis of relevant data and information.

**Relationship Management** – We recognise that an organisation and the relationship it has with its external providers are interdependent and that a mutually beneficial relationship enhances the ability of both to improve.

To implement this policy in line with BS EN ISO 9001:2015 the Quality Management System (QMS) aims to:

1. Meet the requirements of interested parties and our social, environmental, charitable, regulatory, and legislative responsibilities.
2. Provide the necessary resources and ensure that responsibilities and authorities are determined and communicated throughout the organisation.
3. Establish business and quality objectives which are reviewed periodically/annually through the management review process.
4. Ensure that the QMS remains effective in achieving business and quality objectives conforming to the requirements of the ISO 9001:2015 standard.
5. Seek structured customer feedback and carry out actions in accordance with methods and customer requirements along with assessing opportunities for continual improvement.

Walstead United Kingdom has implemented an internal audit program to ensure that the ongoing suitability and conformity of the QMS is assured. The QMS has the full support of the Board of Directors, its management, and staff. This document and the QMS Manual remain available in the Walstead United Kingdom document system for reference.

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Debbie Read, Chief Executive Officer (UK & Iberia)  
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