

It is the policy of the Bioclad Ltd to provide a high level of workmanship and quality for all our work, which will guarantee to our customers that the products and service they receive from us will be acceptable and meet their requirements and expectations.

This will be done by applying the quality assurance system to ensure that:-

1. Customers receive prompt and accurate deliveries
2. The Company endeavours to only supply products of good quality and of a type which meets customers' needs
3. Staff have a good knowledge of, and are able to provide sound technical advice on, the products supplied
4. Where customer complaints arise they are dealt with in a polite and effective manner

The quality policy and integrated management system will meet the requirements of ISO 9001:2015 and the Company's own goals of providing:

6. A sound organisational base
7. Traceability of products
8. Accountability of actions
9. The means of maintaining a good service to its customers
10. To continually improve in all that we do

It is essential that every member of the Company is aware of our commitment to Quality Assurance, for which a Quality Manual has been prepared together with associated Quality Procedures.

The Quality Manual and Procedures will be made available to all persons within the organisation and must be adhered to at all times.

Any suggestions which may lead to an improvement in the quality of our service should be forwarded directly to the Managing Director.

Signed



L M Kenzie  
Managing Director  
1<sup>st</sup> February 2018

***Quality of workmanship is the responsibility of all employees of the company.***