

## *Quality Policy*

The delivery of 1<sup>st</sup> class quality products and services, to our customers and stakeholders, is essential in securing a long term and profitable future. It ensures Rutpen are as efficient as possible delivering the best value for money and the best profitability long term.

Therefore, we are committed to ensuring our processes, standards and service exceed expectations.

To achieve this objective, we have undertaken a wide-reaching improvement of our management systems in line with the international standard ISO9001.

We achieve Quality through.

- **Guidance.** The company manual provides support and guidance on company procedures. This is regularly audited and updated.
- **Communication.** Colleagues are trained in line with company procedures and are actively encouraged to update where efficiencies can be made.
- **Innovation.** Investment and integration of the latest Quality control tools and technology.
- **Continuous improvement.** We are committed to continuous improvement of our systems and regularly audit and update procedures to match the latest guidance, manufacturing processes and needs of the business.
- **Review.** We carry out constant quality control testing to ensure final product fits customer specifications.
- **Satisfaction.** Through our customer service network, we ensure customer satisfaction and put actions into place where shortfalls are identified.
- **Ownership.** The entire team are responsible for Quality. We achieve total quality through commitment and team effort in every department.
- **Benchmarking.** As a company committed to quality, we welcome external audits from both customers and regulatory bodies to help us maintain our high-quality standards and ensure continual improvement.
- **Engagement.** All colleagues are encouraged to use their skills and diligence to ensure that all potential quality problems are eliminated and to assist with the continual improvement.
- **Consistency.** Common management processes and documentation ensures consistency throughout manufacturing and management.

Agreed and signed by Rutpen management team 30/11/21