



# QUALITY POLICY



HeathBrook Ltd (the 'Organisation') aims to provide defect free products and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001: 2015 certification, including aspects specific to the provision of personalised workwear and uniforms including promotional and safety wear.

## THE MANAGEMENT IS COMMITTED TO:

- ◆ Develop and improve the Quality Management System
- ◆ Continually improve the effectiveness of the Quality Management System
- ◆ The enhancement of customer satisfaction.

### *The management has a continuing commitment to:*

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirement

3. Establish the Quality Policy and to set Quality Objectives as relevant functions, levels and processes
4. Ensure that the Management Reviews set and review the Quality Objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in this Quality Manual.

- ◆ All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.
- ◆ The Organisation complies with all relevant statutory and regulatory requirements.
- ◆ The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.



# QUALITY POLICY PPE



## SAFETY EQUIPMENT POLICY:

- ◆ Heathbrook undertakes to supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, this company will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request.
- ◆ Where products are sourced from external organisations which hold technical files relating to the products being offered, Heathbrook will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced.
- ◆ Where services are provided related to safety equipment sourced from external organisations, Heathbrook will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.