

## Quality Policy

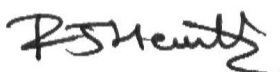
As an organisation, Eggleston Steel Ltd is committed to consistently provide and pursue the highest achievable levels of customer satisfaction. We recognise that customer satisfaction is the key to maintaining and extending our prominent position within the current and future market place. To achieve this commitment we continuously apply the principles of quality assurance by maintaining:

- ❑ certification to ISO 9001 by a UKAS accredited 3<sup>rd</sup> party;
- ❑ certification to Factory Production Control [FPC] by a UKAS accredited notified body;
- ❑ a quality awareness culture throughout our organisation;
- ❑ compliance with applicable statutory and customer requirements;
- ❑ a culture of continuous improvement and advancement;
- ❑ an interest in our customers' perception, both of ourselves, and of our performance;
- ❑ sound and ethical business practices;
- ❑ a program of continuous personnel development and training;
- ❑ regular internal audits and reviews of our procedures;
- ❑ a desire to correct, minimise, and learn from our mistakes so as not to repeat them.

## Environmental Policy

We are a responsible company, being conscious of our environmental image and the impacts that result from our operations. Our policy to achieve this is to:-

- ❑ maintain registration to ISO 14001 through UKAS accredited 3<sup>rd</sup> party assessors;
- ❑ minimise these impacts wherever it is practical to do so;
- ❑ comply with all applicable legal requirements;
- ❑ comply with any other environmental requirements to which we subscribe;
- ❑ continually improve our environmental management system;
- ❑ monitor and minimise the electricity and fuel consumption;
- ❑ monitor and minimise our paper usage;
- ❑ encourage and increase the environmental awareness of our employees and suppliers;
- ❑ prevent pollution acting quickly and responsibly should it occur
- ❑ have regard for protected species of animals and plants
- ❑ be responsible citizens, minimizing any resulting noise or nuisance



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**Richard Hewitt - Managing Director**