

The management and personnel of the BAPP Group of Companies organisations are committed to providing a high quality service in the area of Quality Management by continuously improving Customer service, human resource management and organisational operations.

Top Management are committed to:-

- Providing a high quality service to Customers via efficient and swift supply of conforming products/ services to Customer requirements for a fair price.
- Efficient operation, continual improvement and reviews of the BAPP Group of Companies organisation's performances and the Quality Management Systems. To this end quality objectives are set, monitored and measured to facilitate effective and efficient reviews.
- Providing sufficient resources and training of personnel to be able to maintain the integrity and continually improve the performance and effectiveness of the BAPP Group of Companies organisation's Quality Management Systems.
- Provide any other relevant additional training and competence deemed as necessary or required to enhance the existing skills of the BAPP Group of Companies organisation's employees.
- Ensuring the Quality Assurance aspects are developed to meet the requirements of ISO standard ISO 9001 as well as all statutory and regulatory requirements applicable to the BAPP Group of Companies organisations. Recognising, understanding and evaluating Customer needs and trying to exceed them is crucial to achieving the primary objective.

The BAPP Group of Companies organisations are committed to meeting and exceeding these requirements to secure prosperous futures and set a unique standard for others to follow.

Top Management will take into consideration the views of interested parties and the effect the BAPP Group of Companies organisation's activities have upon the environment.

In fulfilling the above Quality Policy, Top Management recognises the importance of its suppliers, and will work with them to continually improve the quality of their services.

The success of this policy is monitored, controlled and improved through the element of the business processes such as internal audits, management reviews, corrective/preventive actions, training and supervision.

Each employee will be made aware of the importance and contents of this Quality Policy and be encouraged to contribute to the success of the Quality Management Systems of the BAPP Group of Companies organisations.

This policy will be reviewed at least 12 months after date of issue.

SIGNED:



DATE: 8th January 2024

Dean G Cook - BAPP Group of Companies Chairman