

## Quality Policy Statement 2024

It is Bancroft Ltd ('the Company') policy to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, purpose and the context of the Organisation.

It is the policy of the company to:

- Give satisfaction to all our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations
- Comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature and scale of its activities, products, and services
- Provide all the resources of trained and competent staff and any other requirements to enable these objectives to be met
- Ensure that all employees are made aware of their individual obligations in respect of this quality policy
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on 'risk'

This Quality policy provides a framework for setting, monitoring, reviewing, and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of the quality requirements and its impact on customer service and of the products and services which we provide.

To ensure the company maintains its awareness for continuous improvement, the Quality Management System is regularly reviewed by 'Top Management' to ensure it remains appropriate and suitable to our business. The quality system is subject to both internal and external audits.

The company will review and revise the policy as and when necessary, or at regular intervals of no longer than 12 months.

Signed:



Name: Barry Martin

Title: Managing Director

Date: 11<sup>th</sup> January 2024