

## QUALITY POLICY STATEMENT

S+B (UK) Ltd supply and install laboratory, educational and industrial furniture.

It is the policy of S+B (UK) Ltd, to provide its customers with high quality products and service.

Implementation of the Quality Policy is the responsibility of every member of staff, starting with the Managing Director, who take's policy decisions which enable the correct action to be implemented throughout the organization.

The Operations Director acts as Quality Representative and as such is responsible for the implementation and maintenance of the Quality Policy.

The Quality Policy together with Quality Assurance Procedures ensures that activities are controlled in a manner compatible with achieving required service levels and obligations effectively.

Each and every employee has a responsibility to ensure that the customer is at the centre of all decisions and actions.

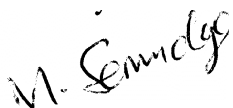
S+B (UK) Ltd is committed to:

- Planning and developing our quality system in conjunction with other management systems to improve the efficiency of our business and provide a better service to our customers.
- Operating a formal quality system, meeting the requirements of ISO 9001:2008 and to continually improve the effectiveness of the Quality Management System which will govern conformity to standards.
- Offering products and services that meet or exceed the requirements of our customers and the standards of relevant external authorities.
- Regularly review key business and quality objectives to ensure continued suitability.
- Ensuring that the quality management system and objectives are communicated and understood by all employees.
- Quality of product and service is paramount in putting the Customer First and is the responsibility of every employee in all areas of the business.

It is mandatory that all staff adhere to the procedures in order to achieve a consistent approach to Quality assurance.

The current Quality objectives are as follows:

- Product – we aim to resolve two items off the Product Development register by the end of each year.
- Systems – A New ERP System has been implemented 2015-16. This will allow the company to send customer satisfaction surveys to be completed.
- Integrate a Bar coding system into the new ERP software to better control site deliveries for the customer and installers
- All projects to have a project program using Microsoft project with a dedicated Planner to improve both internal and external performance
- Manuals – we are going to provide each contract with an Operation and Maintenance Manual.



Signed:  
Managing Director

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