



## QUALITY POLICY STATEMENT

Orseal Limited operates in two areas – StockZone and Customised Solutions. StockZone is a stockholder of valves and associated equipment. Customised Solutions specialises in supplying packaged systems for process industries. Their aim is to provide defect free product(s) to its customers on time and within budget.

The company operates a Quality Management System in accordance with the requirements of **BS EN ISO 9001:2015; ISO 14001:2015 & ISO 45001:2018** certification.

This is achieved through our Integrated Management System that ensures our business processes are carefully monitored, measured, and controlled to promote a continual improvement in our environmental performance.

Management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood, and consistently met.
- Continual improvement of the IMS by ensuring the risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Management shall:

- Take accountability for the effectiveness of the IMS.
- Ensure the quality policy and quality objectives are established for the IMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the IMS internal auditing, monitoring and management review processes, to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the IMS are available, including training, support, and encouragement.
- Communicate the importance of effective quality management and of conforming to the IMS requirements.
- Ensuring that the QMS achieves its intended results whilst promoting improvement.
- Engage, direct and support persons to contribute to the effectiveness of the IMS.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be reviewed annually by Senior Management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived. This policy is available to relevant interested parties, upon reasonable request.

All persons working with or for the company will receive full support to ensure the IMS is fully understood, implemented, and maintained throughout.

It is SHEQ's responsibility to ensure the Integrated Management System functions correctly and its effectiveness is maintained through monitoring, control, audit, and review.

  
..... Managing Director  
Signed on behalf the company.

Date: 10<sup>th</sup> January 2023