



### **Concept Products Ltd Quality Policy**

It is the policy of Concept Products Ltd. to maintain a Business Management System designed to meet the requirements of ISO 9001:2015 in pursuit of its primary objectives, the purpose and the context of the organization.

It is the policy of Concept Products Ltd. to:

- ▶ Give satisfaction to all of our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- ▶ Comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- ▶ The reduction of hazards, prevention of injury, ill health and pollution;
- ▶ Provide all the resources of equipment, 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, programs 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 quality and its impact on customer service.

- This company undertakes to supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, this company will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request. Where products are sourced from external organisations which hold technical files relating to the products being offered, this company will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced. Where services are provided related to safety equipment sourced from external organisations, this company will maintain approval from the manufacturer that the services provided are assessed and approved by the external organization to ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by Top Management to ensure it remains appropriate and suitable to our business.

The Business Management System is subject to both internal and external annual audits.

A handwritten signature in black ink, appearing to read 'Ben Dunevein', is written over a dotted horizontal line.

**Ben Dunevein Managing Director.**

**Date: 05/02/2025**

**Review Date: 05/02/2026**

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