



## QUALITY POLICY STATEMENT

Merson Group Ltd is committed to supplying the highest level of product and service to customers. We aim to do this by developing strong and reliable client and supplier working relationships and achieving strong business performance.

- Maintain a Business Management System in accordance with the requirements of ISO9001:2015
- Strive for Continual Improvement in performance, underpinned by the necessary financial resources
- Work with all interested parties, to continually provide product which fully meets customer requirements, thus achieving our strategic goals.
- Ensure, through training, that staff understand their role in maintaining high standards of training provision and customer service.
- Provide employees with suitable, and available objectives, as identified through the strategic objectives of the business and put in place a framework to review these at agreed intervals.

Management has ultimate responsibility for Quality, but we will ensure all employees understand their responsibilities within their own areas of work to help ensure that Quality is embedded within the whole company.

Signed:

A handwritten signature in blue ink, appearing to read 'RA', is written over a horizontal dotted line. The signature is stylized and extends below the line.

Date: Feb 2022

Roddy Angus Merson Group Chief Executive Officer

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