

# Quality Policy Statement

Quality is an important part of our business and we are committed to an operating philosophy based on openness in communication, integrity in serving customers, fairness and concern for employees and responsibility to the communities within which the business operates.

Viz Reflectives Ltd. are committed to continuous improvement and have established an ISO 9001:2015 based Quality Management System which provides a framework for measuring and improving our performance.

Viz Reflectives have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback.
- A corrective action and preventative action (CAPA) procedure.
- A Customer Complaints procedure.
- Training and development for our employees.
- Scheduled regular audits of our internal processes.
- Monthly Management Review Meetings.

Our internal Standard Operating Procedures are reviewed regularly and are held in designated folders which are made available to all employees.

Our comprehensive Quality Manual is posted on Company Notice Boards and an e-version is available to all employees via internal company shared drives.

Senior Management has ultimate responsibility for implementation and adherence to Quality, Health, Safety and Environmental policies; however employees also have a responsibility within their own areas of work to help ensure that Quality is embedded within the entire business.

Viz Reflectives are currently working towards ISO 9001:2015 accreditation with BSI.

*Viz Reflectives 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, Viz Reflectives 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, Viz Reflectives 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, Viz Reflectives will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.*

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Nick Rowbottom

Managing Director

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