



Quality Policy

The Quality Policy is formalised and documented in the business system contained in this Manual. We consider all requirements of BSENISO9001 to be applicable. The Policy will be made available to interested parties, as appropriate.

It is our policy to supply products and materials to customer's satisfaction, to meet their requirements and in compliance with statutory, regulatory and Industry requirements. Also to ensure that internal operational processes are suitable for this purpose and meet the desired requirements, needs and expectations.

Carbis Filtration Limited is committed to being an ethical supplier and as such we abide by the directives of the Dodd-Frank Wall Street Reform and Consumer Protection Act concerning 'conflict materials'.

Our mission is:

"provide a quality product supported by a competent, friendly and professional service."

We are committed to our Policy, the requirements of relevant British Standard, Codes of Practice and third party registration and award schemes whilst meeting the Clients Requirements. The full scope is:

- ***The Design and Manufacture of Screening and Process Filtration Equipment.***

We review our systems; processes and workmanship to ensure that we comply with requirements, that we continually improve the effectiveness of the quality management system, that competence is maintained, planning takes place, necessary actions are input and the management system is considered suitable.

We set objectives each year through our strategic plan and work towards achievement of these through our continued commitment to recognition to BSEN ISO9001.

We have organised our departments and personnel to provide an efficient business management system that our Clients can depend upon, be confident with and therefore expect from us. We are committed to satisfying applicable requirements and for the continual improvement of the management system.

We always work safely, always within legislative contractual parameters and support services with statutory or regulatory documentation. This ensures that the Client can be confident in the knowledge that labour supplied is professional and competent in all respects. We aim to meet our customer's needs, expectations and hence provide customer satisfaction. Specific objectives are included within our management programme and will include those requested by the Client, where appropriate. They are effectively communicated throughout the workforce.

The management of **Carbis Filtration Limited** will ensure that this Policy and the related quality objectives are communicated, understood and applied. We will ensure that adequate resources and infrastructure are afforded, together with administration of a structured aim and disciplined approach, to implement and maintain the Policy and to achieve the stated quality aims, objectives and required competency.

If at any time the former are not reflected, we have, through our system, developed processes to rectify the situation, not only to meet our own needs, but also those of our Clients.

Objectives, having been established, are regularly reviewed to determine progress together with actions required should there be deviation to or from them. To assist us in achieving our aims and standards set, we require and expect from our Client's and suppliers "Total Commitment" and assistance when required. If at any time the former are not reflected, we have, through our system, developed processes to rectify the situation, not only to meet our own needs, but also those of our Clients.

BUSINESS MANUAL



Policies.

All employees are encouraged to participate in the improvement to and maintenance of the systems in place and to assist with achievement of the quality objectives. They are given training, instruction and guidance to ensure that they fully understand their roles within it, the directives set by it and the competence expected.

The quality systems are provided to meet the requirements of **BSEN ISO 9001** and may be modified to suit other National / International Standards, Codes of Practice, in addition to Clients specifications and requirements. They will in no way however negate the minimum requirements.

We will review the Quality Policy and the quality management system to ensure continuing suitability.

The Managing Director / authorised deputies have the authority and the responsibility to establish and maintain the business management system. They have the freedom to recognise any quality problems relating to service, process and systems and to initiate, recommend or provide solutions to these problems.

The management system laid down in this manual has our full support and all staff are aware of its' existence and must adhere to its' directive.

A handwritten signature in blue ink, consisting of a series of loops and curves.

Managing Director