



## Quality Policy

Calders and Grandidge policy is to source, manufacture, preserve and supply timber products which consistently meet the technical requirements of relevant industry and client standards, fully complying with our customer's requirements. The Company will focus on Quality, Value and Service to enhance the Customer experience.

To implement this policy Calders and Grandidge assigns responsibility to employees:

- The Management Team show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the company's Management System.
- The Management Systems Coordinator is responsible for maintaining the integrity of the Management System including updating as required.
- Department Managers are responsible for the implementation of the company Quality Policy through business procedures.
- Department Supervisors are responsible for monitoring the compliance and performance of business procedures.
- All employees are responsible for achieving customer satisfaction through compliance with business procedures and continuous improvement.

To achieve this, we:

- Provide the workforce with direction, the training tools, skills, motivation and involvement to produce high quality products and services.
- Empower our employees with responsibility and accountability for achieving quality, value and service through knowledge of the key business objectives, including Health & Safety as a number one priority.
- Continue to communicate, review and improve the effectiveness of the Business Management System.
- Ensure that resources are available to meet the requirements of the Management System.
- Engage with customers at all levels to identify needs, develop solutions and measure satisfaction.
- Review this policy statement on an annual basis and update as required.

This policy will be communicated to all employees and made available to all interested parties upon request.

The Company continually strives to improve the effectiveness of the Business Management System by setting and reviewing annual quality objectives designed to focus on reducing errors and increasing customer satisfaction.

The Company is committed to meeting the requirements of:

- BS EN ISO 9001
- FSC & PEFC Chain of Custody
- And ensuring that the information contained in the Business Management System is communicated, implemented and understood at all relevant levels.



John Secker  
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