

QUALITY POLICY

Our goal is to

To serve the brand with distinction by profitably meeting the service expectations of our customers and improving our position as their long-term strategic partner

We aim to achieve this by:

Market Leadership

- Promotion of ourselves and the brand

Profitable Operation

- Efficient financial management
- Continual improvement in quality performance, maintaining our accreditation to ISO 9001

Effective and Efficient use of Resource

- The setting and monitoring of quality objectives and targets
- Developing everyone to their full potential
- Create an environment to motivate people to do their best
- Provide business communications to everyone

Group Interoperability

- Global Cooperation
- Exchange parts & Information

Customer Service

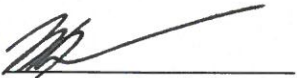
- Responsive service
- Help our customers out
- Meeting requirements and regulations
- Communicating
- Making and keeping our promises, maintaining the group and companies reputation for quality and reliability

Long-term Strategic Partnership

- Superior technical knowledge
- Be a step ahead of the rest
- Long term contracts
- Working with supplier and customers to maintain the highest quality standards
- Shared goals

These strategic objectives form the framework of our management and are regularly reviewed

Mark Simmons
Managing Director Plasser UK Ltd

Signature:	
Date:	<u>1st SEPTEMBER 2018</u>