

## Quality Policy Statement

The Quality Policy of Bratts Ladders is to provide products and service which give total customer satisfaction. The Quality Assurance Manager, with the authority of the Managing Director is responsible for the implementation of the quality policy and procedures in the company.

We recognize that the continued future success of the company depends on the quality of our products. The quality of our products must be of the highest possible standard. We intend to provide goods which are fit for purpose and completely meet our customer requirements and continue to do so.

Our quality objectives are to maintain the requirements of BS EN ISO 9001: 2015 so that we will be a registered firm of assessed capability. Conformance to the procedures and systems recorded in our documented Quality Procedures are mandatory and will enable us to continually meet that objective.

In addition to strict adherence to procedures we need to continually develop and maintain the right attitude towards high Quality achievement throughout the company. Only in this way will we reach our Company Quality Policy of complete customer satisfaction.

The policy is regularly reviewed to ensure its continuing suitability.

Stephen Bratt  
Managing Director  
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