

Quality Statement

H Clarke & Sons strategic goal is to increase customer satisfaction in all its markets by delivering high quality services. H Clarke & Sons is totally committed to increasing competitive performance of services to assist customers' long-term success. We apply the following principles to achieve these goals:

Market: H Clarke & Sons works closely with existing niche market customers, end users, consultants, industry bodies and international agencies to maintain a leading position in the market. This ensures the company's continued ability to provide high quality service to all customers

Customers: Client satisfaction is our highest priority. We co-operate with our clients in joint system evaluation and open communication. H Clarke & Sons quality, customer service, after sales service and delivery promote long-term associations with our customers.

Quality System: The quality assurance system is maintained certified and compliant to ISO9001.

Improvements. H Clarke & Sons is committed to continual improvement of both its management systems to fulfil all our customers' requirements.

Staff: We provide the leadership to facilitate independent, responsible, quality and profit orientated performance. H Clarke & Sons employees are actively encouraged to undertake training and further education.

Suppliers: We co-operate with our suppliers to offer the highest possible levels of service and competitive pricing available in the market.

Review: Our directors monitor goals, objectives and targets and annually review this policy and the Quality Management System performance.

Resources: Physical, human and financial resources are allocated to ensure the Quality Management System functions effectively.

Risk & Strategy: Business and Process Risks are considered throughout H Clarke & Sons and strategy is set based on these risks

Managing Director

A handwritten signature in black ink, appearing to read 'Richard Clarke', is written over a horizontal line.

..... Date: 25th June 2021

Print Name: **Richard Clarke**