

QUALITY POLICY

Our policy is to create an environment where we deliver on our promises and commitments of right first time, every time as described in the contract and our terms and conditions.

We recognise the trust that our customers place upon us and we are committed in our aim to deliver all applicable requirements as well as meeting expectations. We will achieve this by:

- Having in place robust, agile and effective objectives to ensure the quality of the products we supply
- Working closely with our local and overseas manufacturers to ensure they have effective quality management systems in place
- Establishing a culture that focuses on empowering our people to become experts in their roles in order to achieve defect-free delivery.
- Using clear indicators to measure performance, drive continuous improvement and making informed decisions based on sound reliable data, lessons learnt, risk assessment and good practice.
- Being an employee-owned business, which creates a care attitude towards the quality of our stock.

The Group Compliance Director supported by the Shawston senior leadership team is responsible for establishing the overall Quality Management system and appointing a compliance committee to monitor and confirm adherence to this policy.

The senior leadership team is responsible for:

- Establishing the overall policy for the group
- Monitoring our quality performance
- The adequate provision of resources and management arrangements to ensure the effectiveness of the policy

Each branch and functional director are responsible for:

- Ensuring that effective resources, arrangements and management controls to deliver these requirements are established and implemented across the operations of the business.
- Ensuring compliance with all group and legal requirements.

It is the responsibility of every individual as an employee owner in the business to:

- Comply with this policy and its associated arrangements as an integral part of their day-to-day duties.

We will bring this policy to the attention of our employees, supply chain partners and relevant interested parties; and review it on an annual basis.

Authorisation



Tom Rigby
Group Managing Director
November 2023

On behalf of the Shawston Executive Board

Shawston Head Office

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