

## Quality Policy Statement

It is the Policy of Ellsworth Adhesives Europe to provide products and services that consistently satisfy the needs and expectations of our customers. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance based on the principles of ISO 9001:2015 within the following scope:

**Distribution of adhesives and associated application equipment. Speciality repackaging of adhesives and resins. The design, manufacture and servicing of single and multiple component metering, mixing and dispensing systems. Distribution of patterns, foundry and mould-making adhesives and related tooling, consumables and accessories. The manufacture of cast metal identification plates, badges and lettering.**

We have the following systems and procedures in place to support us in our aim of customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular risk-based audits of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is available to all employees.

This policy is posted on the Company Notice Board and can also be found on the Ellsworth website.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the company.

The policy review date is [28/01/2021].

Signed:  (Managing Director)

Date: 28/01/2020