

Quality Policy

The ongoing policy of Caswick Limited is to provide a high quality, professional and efficient service to ensure the satisfaction of all of the requirements of its customers. This is with the objectives of efficiency, a strong customer focus and the enhancement of long term sustainability and profitability.

The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

We undertake to ensure sufficient resources are made available within the company to achieve this. We also undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all employees of Caswick. Through direction and support, each employee should have a proper understanding of the importance of the Quality System, their responsibility to contribute to its effectiveness, and its direct relevance to the success of Caswick.

Equally, every employee is responsible for, and will be trained to perform, the duties required by their specific role.

Caswick has a policy of promoting continual improvement and setting of quality objectives in line with the framework laid down within ISO 9001:2015. These objectives will address the risks and opportunities within Caswick as determined by its management.

I hereby certify that the Quality Manual and the Procedures Manual accurately describes the Quality System in use in Caswick to meet the requirements of ISO 9001:2015.

The Quality System will be monitored, measured, evaluated and enhanced regularly under the management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels

Name **Jon Hickin**

Position **Managing Director**

Date **4th March 2023**