



Quality Policy

Quality Policy Statement

It is the policy of Dearnleys Ltd and Pentel Contracts Ltd to ensure that all products and services are provided to a high level of quality consistent with the requirements and expectations of its customers together with our commitment to comply with our legal requirements and moral obligations. We wish to maintain a profitable and competitive organisation, where a challenging and rewarding environment encourages employees to work with pride, enthusiasm and commitment.

To supply our customers with the products and services they require we have developed a Quality Management System that satisfies the requirements of ISO 9001:2015.

This has involved defining our business context and ensuring that our management system is aligned to and integral to our strategic business direction.

We are committed to the involvement of all our staff in implementing and continually improving the effectiveness of this system and will provide the personnel and resources to ensure that the importance of meeting and exceeding customer requirements is communicated and understood throughout our organisation.

Furthermore, we will establish, monitor and review quality objectives on a regular basis in order to foster continual improvement in all our activities. This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate.

This policy is available to any interested parties upon request.

Please also be aware that Quality Management forms part of our Integrated Management System which conforms to ISO 14001:2015 (Environmental Management) and ISO 45001:2018 (Health & Safety) as well as ISO 9001:2015.

Signed:

Date:

Andy Jones, Commercial Director
For and on behalf of Dearnleys Ltd and Pentel Contracts Ltd